

Concierge Express™

No matter what the price-point, guests these days expect concierge-like service. Now you can lock in their loyalty by delivering it!

In five easy lessons your front desk team will learn the skills and get the specific tools that will enable them to provide truly memorable service. Concierge Express includes:

- A DVD with five, twenty to thirty minute lessons.
- A wealth of tips, techniques, role-plays, and fun.
- Professionally designed forms and information templates - guaranteed to impress your guests while simplifying your team's job.
- Practical information presented by world-renowned customer service expert Holly Stiel. She spent 17 years as the concierge at a first class hotel.
- For complete flexibility the course is designed to be viewed individually

or facilitated in group settings by a manager.

- A CD-ROM containing a the Participant Workbook and a complete set of customizable template tools.

Lesson Contents

1. Setting-up to Serve

Tools and techniques for managing the flow of information at a busy front desk. Watch all those post-it notes disappear!

2. Giving Great Directions

Clear, effective, professional and consistent directions are invaluable to business and recreational guests.

3. Making Recommendations that will Delight Your Guests

Whether it's dinner or recreation a good recommendation can make a guest's day!

4. How to Respond to Frequently Asked Questions

Make life simpler for both your team and your guests by developing a consistent set of correct answers.

5. The Art of Recognizing Guests

Nothing builds customer loyalty faster than personalized service.

This lesson gives you a powerful set of techniques that will endear you to your guests.



CD-ROM included with the DVD training contains files for printing Student Workbooks as well as customizable front desk forms, direction cards, and other useful templates.

You'll receive a DVD and a CD-ROM. The DVD includes the video training program which can be played on any consumer level DVD player attached to a standard TV. It may also be used on DVD-enabled computers.

The CD-ROM contains PDF files for unlimited self-printing of numerous front desk forms and templates as well as the 40-page Employee Workbook (licensed for use with this DVD training only). We also include a 60 page printed Facilitator Guide and a starter set of five printed Employee Workbooks.

Concierge Express.....\$1950

To order please visit: stielmedia.com

StielMedia

107 Bridgeway
Sausalito, CA 94965
415-331-1660
sales@stielmedia.com

