

Taking the High Road of Service™

Take your team beyond the basics to customer service excellence with the only comprehensive, professional, interactive, stand-alone customer service program.

Set in beautiful hospitality locations and produced in an engaging “video-magazine” style, this award-winning program features:

- A DVD with six, 15 to 25 minute interactive lessons and a review.
- A wealth of insights, tips, techniques, role-plays, simulations and fun!
- A wacky interactive game show that promotes learning through laughter.
- Presented by world-renowned customer service expert Holly Stiel.
- Inspirational service insights from experts in other fields.
- For complete flexibility the course is designed to be viewed individually or facilitated in group settings by a manager.

- A CD-ROM containing a Participant Workbook in easy-to-print PDF format.

Lesson Contents

1. The Power of “Yes”

Impress your guests (and your coworkers) with a “can-do” attitude. It actually makes your job easier!

2. Clarifying Guests Needs

Giving great service starts with truly understanding exactly what your guests want.

3. The Wings of “No”

In a world where the only thing that people want to hear is “yes,” you sometimes have to “make no fly!”

4. The Art of the Apology

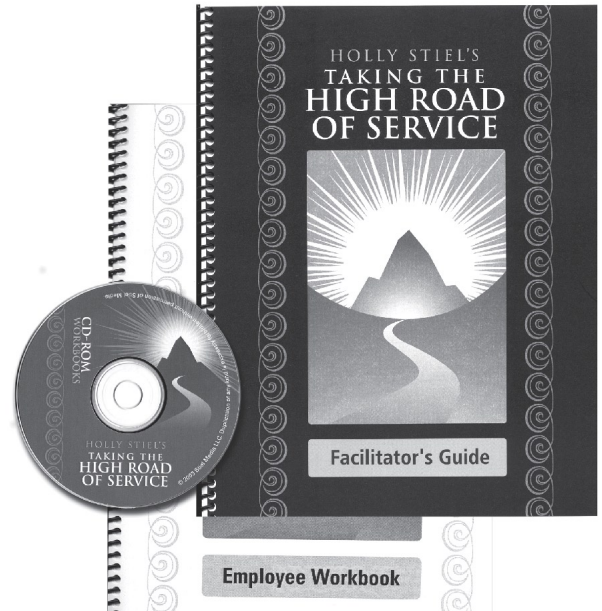
With these techniques a sincere apology can turn a dissatisfied guest into a loyal customer.

5. Professional Telephone Skills

Often the telephone is the first chance you’ll have to make a good impression with a guest.

6. Keeping Your Spirit Alive

In this often stressful occupation you need these skills to maintain a positive attitude when faced with the challenges of the job.



Print Student Workbooks from the included CD-ROM.

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 a PDF file for unlimited self-printing of the 66-page Employee Workbook (licensed for use with this DVD training only). You’ll also receive a printed 80 page Facilitator guide and a starter set of five Employee Workbooks.

Your satisfaction is assured by our 100% money back guarantee.

Taking the High Road of Service.....\$2500

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