



**Client:- A pioneer in Hospitality**

**Requirement:- Guest Relations Training**

The client a pioneer in the hospitality sector is a famous landmark hotel in the city. They employed over 400 members as staff. And most of the staff had been working at the establishment for 10-20 years.

The comfort of working in the same place for so long made them indifferent to certain clients. The establishment found that there was no uniformity in guest relations. Sometimes guests were treated as royalty and otherwise impolitely. The staff were low on education, not technically inclined, and unwilling to adjust or understand functional issues of other departments. 'Groupism' was taking hold of the establishment leading to interdepartmental problems.

Management wanted to solve this problem and give their employees a higher job satisfaction to improve the experience of guests interacting with them. So our training team had detailed discussions with the management and managers. We then observed the staff as mystery guests.

This helped us to analyze their thought process to develop a training program best suited for them.

We decided to have a 6 month program and divided the four hundred employees into 24 batches. Each group underwent a 4 hour training session once a month. So we were training them for 12 working days a month.

The groups consisted of a mix n match of employees from various departments and designations. The topics discussed evolved around customer service, revenue generation linking their work to increasing their tips, an dhow better service from them impacts each and every guest.

This combination increased interdepartmental interaction, reduced tensions and increased appreciation of the functioning of the other departments. The 6 months training schedule saw well satisfied customers, happy employees, increase in profits and management able to focus on other details.