



**ACCUEIL, TECHNIQUES DE VENTE**

**Hospitality Training – In English**

<p>This course will teach people working at the front office, reservation and guest services how to create a positive guest impression when dealing with clients who communicate in English. You will improve your ability to manage everyday situations i.e.: reservations, check-in, selling your services, complaints, giving directions and checking-out etc. to maximize customer satisfaction and improve your overall success. These new skills will improve your confidence when working in English.</p>		<p><u>Personnes concernées :</u> Tout personnel d'accueil en hôtel – restaurant.</p>
<p><b>PROGRAMME</b></p>		<p><b>Pré requis :</b> bonne pratique de l'anglais.</p>
<p><b>What you will learn:</b></p> <ol style="list-style-type: none"> <li>1) To be operational in English in your role at the Hotel or Restaurant.</li> <li>2) Perfect your communication skills when dealing with guests who speak in English.</li> <li>3) Understand the expectations international guests have of hotel staff and service.</li> <li>4) Practical approach to manage inquiries, give clear directions and deal with complaints with your guests.</li> <li>5) Persuasive language and techniques to sell your services at your Hotel.</li> <li>6) Replace “Franglais” with powerful English words and phrases.</li> <li>7) The “5 Step Selling Technique” to sell your products and services at your Hotel.</li> <li>8) Maximise your personal impact and improve your self-confidence when dealing with guests.</li> </ol>		<p><b>PEDAGOGIE</b></p>
<p><b>Course structure:</b> Two-day workshop in English. Understanding the expectations of international guests when dealing in English.</p>		<p><b>Le Formateur</b> Très expérimenté en formation de personnels pour l'Hôtellerie - Restauration.</p>
<p><b>Day One</b> <u>Telephone Hospitality Techniques:</u></p> <ul style="list-style-type: none"> <li>✚ Inquiry calls</li> <li>✚ Skill practice</li> <li>✚ Reservations</li> <li>✚ Skill practice</li> <li>✚ Converting Inquiry Calls into Sales</li> <li>✚ Practical exercise</li> <li>✚ How to sell your hotel services and products.</li> <li>✚ Knowing your Product and Services</li> <li>✚ Skill practice</li> <li>✚ The “Five Step Selling” technique</li> <li>✚ Skill Practice</li> <li>✚ How best to respond to typical guest inquiries.</li> <li>✚ Skill practice</li> <li>✚ How to respond to a cancellation</li> <li>✚ Skill practice</li> </ul>	<p><b>Day Two</b> <u>The Face to Face experience:</u></p> <ul style="list-style-type: none"> <li>✚ How to make a great first impression “The first 30 seconds”</li> <li>✚ Checking-in: the essentials</li> <li>✚ Skill practice</li> <li>✚ How to up sell your services</li> <li>✚ Skill practice</li> <li>✚ How to manage Tourist enquiries</li> <li>✚ How to give clear directions</li> <li>✚ Skill practice</li> <li>✚ How to manage Customer complaints</li> <li>✚ Skill practice</li> <li>✚ How to leave a lasting impression during “check-out”</li> <li>✚ Checking-out: the essentials</li> <li>✚ Skill practice</li> </ul>	<p><b>Moyens et pédagogie</b> The course is highly dynamic and interactive with many practical exercises.</p> <p>Practical exercises are based on “real life” situations to maximize effectiveness of new skills.</p> <p>Suitable for those wanting to perfect their skills as well as those who are new to speaking in English in their job.</p> <p>Participants need only an intermediate level of English. Training will be done in English. Consultant is completely bilingual. (Australian national).</p> <p>These techniques can be applied immediately.</p> <p>Course booklet given to each participant.</p>
<p><b>Gratuit : Assistance Internet pendant six mois après chaque stage. Les participants restent en contact avec le Formateur Coach.</b></p>		<p><b>Intra entreprise France entière et International.</b></p>
		<p><b>Tarif inter par personne</b></p>
		<p><b>2 jours</b></p>
		<p><b>990 €</b></p>
		<p>Réf : HR005</p>

Groupe PROFORMALYS – 700 stages inter entreprises – partout en France