



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>Personnes concernées : Tout personnel d'accueil en hôtel – restaurant.</p>														
<p>PROGRAMME</p>		<p>Pré requis : bonne pratique de l'anglais.</p>														
<p>What you will learn:</p> <ol style="list-style-type: none">1) To be operational in English in your role at the Hotel or Restaurant.2) Perfect your communication skills when dealing with guests who speak in English.3) Understand the expectations international guests have of hotel staff and service.4) Practical approach to manage inquiries, give clear directions and deal with complaints with your guests.5) Persuasive language and techniques to sell your services at your Hotel.6) Replace “Franglais” with powerful English words and phrases.7) The “5 Step Selling Technique” to sell your products and services at your Hotel.8) Maximise your personal impact and improve your self-confidence when dealing with guests.		<p>PEDAGOGIE</p>														
<p>Course structure: Two-day workshop in English. Understanding the expectations of international guests when dealing in English.</p>		<p>Le Formateur Très expérimenté en formation de personnels pour l'Hôtellerie - Restauration.</p>														
<table><tr><th><u>Day One</u></th><th><u>Day Two</u></th></tr><tr><th><u>Telephone Hospitality Techniques:</u></th><th><u>The Face to Face experience:</u></th></tr><tr><td><ul style="list-style-type: none">✚ Inquiry calls✚ Skill practice✚ Reservations✚ Skill practice✚ Converting Inquiry Calls into Sales✚ Practical exercise</td><td><ul style="list-style-type: none">✚ How to make a great first impression “The first 30 seconds”✚ Checking-in: the essentials✚ Skill practice</td></tr><tr><td><ul style="list-style-type: none">✚ How to sell your hotel services and products.✚ Knowing your Product and Services✚ Skill practice</td><td><ul style="list-style-type: none">✚ How to up sell your services✚ Skill practice</td></tr><tr><td><ul style="list-style-type: none">✚ The “Five Step Selling” technique✚ Skill Practice</td><td><ul style="list-style-type: none">✚ How to manage Tourist enquiries✚ How to give clear directions✚ Skill practice</td></tr><tr><td><ul style="list-style-type: none">✚ How best to respond to typical guest inquiries.✚ Skill practice</td><td><ul style="list-style-type: none">✚ How to manage Customer complaints✚ Skill practice</td></tr><tr><td><ul style="list-style-type: none">✚ How to respond to a cancellation✚ Skill practice</td><td><ul style="list-style-type: none">✚ How to leave a lasting impression during “check-out”✚ Checking-out: the essentials✚ Skill practice</td></tr></table>		<u>Day One</u>	<u>Day Two</u>	<u>Telephone Hospitality Techniques:</u>	<u>The Face to Face experience:</u>	<ul style="list-style-type: none">✚ Inquiry calls✚ Skill practice✚ Reservations✚ Skill practice✚ Converting Inquiry Calls into Sales✚ Practical exercise	<ul style="list-style-type: none">✚ How to make a great first impression “The first 30 seconds”✚ Checking-in: the essentials✚ Skill practice	<ul style="list-style-type: none">✚ How to sell your hotel services and products.✚ Knowing your Product and Services✚ Skill practice	<ul style="list-style-type: none">✚ How to up sell your services✚ Skill practice	<ul style="list-style-type: none">✚ The “Five Step Selling” technique✚ Skill Practice	<ul style="list-style-type: none">✚ How to manage Tourist enquiries✚ How to give clear directions✚ Skill practice	<ul style="list-style-type: none">✚ How best to respond to typical guest inquiries.✚ Skill practice	<ul style="list-style-type: none">✚ How to manage Customer complaints✚ Skill practice	<ul style="list-style-type: none">✚ How to respond to a cancellation✚ Skill practice	<ul style="list-style-type: none">✚ How to leave a lasting impression during “check-out”✚ Checking-out: the essentials✚ Skill practice	<p>Moyens et pédagogie 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>
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<p>Gratuit : Assistance Internet pendant six mois après chaque stage. Les participants restent en contact avec le Formateur Coach.</p>		<p><u>Intra entreprise France entière et International.</u></p>														
		<p>Tarif inter par personne</p>														
		<p>2 jours</p>														
		<p>1 050 €</p>														
		<p>Réf : HR005</p>														

Organisme de formation PROFORMALYS – Formation Hôtellerie - Restauration