

Service Excellence and Showmanship **by Ms. Helene Lauras** **20-22 June 2016 | Siem Reap, Cambodia**



Introduction

This fun, interactive yet challenging seminar is adding the practice to the theory, transforming the participants into true leaders of the service industry.

Bad service happens more often than we wish, we all have experienced this moment when frustration arises either because your waiter is clearly not interested, the sales person simply says NO or when the manager cannot think “out of the box” to solve your problem.

Built in 3 days, the first part will explain participants how to understand customer care and what Excellence in Service Quality truly means, the second part of the seminar is about discovering and practicing our soft skills through games and role play especially designed for this purpose.

It is said that when one work in the service industry, one has to step on the stage. Acting technics can greatly help to develop the strong emotional intelligence and creativity that we need to have to build a successful career and to make our customers happy.

Targeted Audience

This highly dynamic course is opened to participants working in the service line or students preparing to be part of the industry.

Corporate executives, leaders, sales manager’s team or front-line crews who are highly motivated in getting out of their comfort zone and understanding how to develop their creativity, listening and communication skills are welcome.

Objective

Teaching future and actual leaders of the service industry; Service Quality and Showmanship offers to work on developing a wide range of Soft Skills in order to turn a skilled group of people into an insightful and confident team by improving observation, self-control and leadership skills as well as communication capacities.

Course Content

Day 1

Module 1: It's all about our customers!

- Internal and External customer
- Understand customer care
- Gathering informations
- Get to know the expectations
- What do Quality Service Providers look like?
- Overview of Quality Service Etiquette
- 6 principles of good etiquette
- Telephone etiquette

BREAK

What is Service Quality?

- Managing Service Quality
- Common cause of service breakdown
- Benefits of service recovery
- The secret of handling guest complaints effectively

Day 2

Module 2: Natural Barriers and how to break them!

- Hard and soft skills for top communicators
- Barriers to good communication
- Prepare for showmanship

LUNCH

- Showmanship Exercises
 - a. Relaxation and ice breaking activities
 - b. Work on imagination and creativity
 - c. Group work on body language and movement
 - d. Group work on team coordination
 - e. Group and individual work on emotional expression
- Debrief of the session, discussion around the activities and the challenges encountered

Day 3

Module 3: Showmanship Exercises get challenged!

- Showmanship Exercises
 - a. Relaxation and ice breaking activities
 - b. Work on imagination and creativity
 - c. Group work on listening skills
 - d. Group work on communicating skills
 - e. Group and individual work on emotional expression
 - f. Work on concentration and memory
 - g. Work on voice and speech skills
 - h. Improvisation games
- Debrief of the session, discussion around the activities and the challenges encountered

About the Trainer



Originally from Bordeaux in France, H el ene has spent the past 12 years working for such prestigious Hotels as The Balmoral Hotel in Edinburgh, Park Hyatt in Paris, Sofitel in Thailand and the Philippines, Pan Pacific in Bangkok, Swiss otel the Stamford in Singapore and many more.

As a Director of Food and Beverage, she has conceptualized and opened a dozen of highly successful restaurants, bars and night clubs, 5 of them with internationally renowned designers.

A specialist of Gastronomy, Wine, Table manners, Hosting etiquette and Protocols, H el ene now runs her own consulting company, offering professional consulting and “out of the box” educational services to all type of businesses where Service is a key differentiating factor, from Hospitality, to retail, restaurants, banks, education and many more.

Fascinated by history and traditions, she also conducts workshops around the French Lifestyle and Culture for top French companies in the region.

Investment Fee SG\$ 835.00 per person

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1st Delegate Name	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Others <input type="checkbox"/>
Direct Line	Email
Job Title	Department
Head of Department	

2nd Delegate Name	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Others <input type="checkbox"/>
Direct Line	Email
Job Title	Department
Head of Department	

3rd Delegate Name	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Others <input type="checkbox"/>
Direct Line	Email
Job Title	Department
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- Cancellation 3 weeks prior to event date or no shows are liable to pay the full course with no refund, however you may substitute delegates at any time
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