



Rightfit



**Training Academy**

# 'Be My Guest' Program

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# 'Be My Guest' Program

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**Duration: 1 Day Program**

**Intro:**

Stepping into the corporate and dynamic world of Hospitality is both rewarding and challenging. Understanding the basics of service excellence across different cultures, languages and environments is critical to delivering consistency sort by major guest service providers.

That's why Rightfit is here to help and guide you every step of the way.

Having shaped the customer experience of world's leading hospitality groups from Emirates Airlines, The Address, Vida Resorts, Fairmount Hotels, InterContinental Hotels Group to Emaar Hospitality Group, Rightfit's **Be My Guest** program is based on fundamental elements of service excellence.

Rightfit's **Be My Guest** is an essential part of preparing yourself for and understanding service excellence. It covers critical elements that improve your ability to understand the attributes of what makes a person successful in the highly dynamic and rewarding industry. Learn from Rightfit Hospitality experts what service excellence looks like and how to hone your hospitality skills to exceed the expectations of all you touch.

Starting with that welcoming smile and staff who lead from the front with a desire to make customers feel great, our experts will show, explain and teach you the lessons learnt over two decades of experience.

**About the Program:**

RightFit's Be My Guest program is offered as an Instructor lead one-day in-house training. The course will incorporate areas such as:

- Effective Communication in the service industry
- A Passion for Service Excellence
- Customer Excellence
- Exceeding expectations

**Objective and Requirements:**

This highly effective module is designed to equip you with skills that take you to the next level. Building effective communication skills will enable you to appreciate and understand the impact of communication in the Hospitality industry. Increasing your confidence and readiness to articulate to handle the most challenging service situation. Understanding the service culture and how to deliver and exceed the customer expectation.

This module is a prerequisite to become a Rightfit Prequalified Candidate giving you access to some of the best jobs long before others. We call it the **Rightfit Advantage**.

On completion of the program you will be awarded a **RightFit Certificate Of Attendance**. Your Rightfit status will be upgraded to that of a **Prequalified Candidate**.

**Becoming a Rightfit Prequalified Candidate:**

Successful completion of the **Be My Guest** one-day program guarantees that you become a Rightfit Prequalified Candidate and is a prerequisite for being registered onto our database and for representation to one of our global high profile clients.

Rightfit Prequalified Candidates receive early notification of job assignments and are automatically considered for job opportunities that their skills and experience makes them suitable for. It helps put you one step ahead!

**How to enroll:**

You can enroll via our website or call our local office to register for the next available intake. Courses can be paid online via our PesaPal system (M-Pesa, Credit Card, Bank Transfer) and must be paid prior in order to confirm your attendance.