



Rightfit



Training Academy
Service Excellence

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Everyone has a talent. We match it right.

www.rightfitglobal.com

Service Excellence

Intro:

Stepping into the corporate and dynamic world of business, hospitality, service industry 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 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 The Address, Vida Resorts, Fairmont Hotels, InterContinental Hotels, Emaar Hospitality Group and leading international airlines, Rightfit's Service Excellence program offers a critical foundation for a dynamic career in the hospitality industry. Rightfit's Service Excellence program is an essential resource for preparing yourself for and understanding service excellence.

Service Excellence is aimed at individuals and companies involved in the delivery of customer service. It is a highly participative, trainer-led course which gives the participants the skills and knowledge they can immediately use in the workplace.

It covers critical elements that improves your ability to understand the attributes of what makes a person successful in the highly dynamic and rewarding industry. Learn from Rightfit 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 Service Excellence program is offered as an Instructor lead one-day in-house training. The course will incorporate areas such as:

- Effective Service Communication in the service industry
- Developing a Passion for Service Excellence
- Understanding what define Customer Excellence and achieving this
- Understanding your Customers and our Offer to them
- Exceeding Customer Expectations in a Service Environment
- Connecting with Customers
- Successfully Dealing with Difficult Situations
- Boosting Business through Consistency and Service Excellence
- Embed a Culture of Service Excellence
- Assess the Service Levels achieved in your Organisation
- Plan a Strategy for Defending your Service Excellence Strategy

Learning Approach

This highly effective module is designed to equip you with skills that take you to the next level.

It will help you build effective service communication skills will enable you appreciate and understand the impact of communication in service industries.

The course will boost your confidence and readiness to articulate to handle the most challenging service situation. You will also understand the service culture and how to deliver and exceed the customer expectation.

This module is a prerequisite to becoming 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.

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Becoming a Rightfit Prequalified Candidate:

Successful completion of the Service Excellence full-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 automatically considered for job opportunities that their skills and experience makes them suitable for. It helps put you one step head!