



Rightfit



Training Academy

Effective Communication Skills

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Everyone has a talent. We match it right.

www.rightfitglobal.com

Effective Communication Skills

Intro:

Stepping into the corporate and dynamic world of business and service industry is both rewarding and challenging. Understanding the basics of service excellence across different cultures, languages and environments is critical to delivering consistency sought 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 The Address, Vida Resorts, Fairmont Hotels, InterContinental Hotels, Emaar Hospitality Group and leading international airlines, Rightfit's Effective Communication Skills program is based on fundamental elements of service excellence.

Rightfit's Effective Communication Skills program is an essential resource for preparing yourself for and understanding service excellence.

It offers a critical foundation in cultivating communication skills that are essential for a dynamic career in the hospitality industry. Taught by RightFit experts, the course delivers the cornerstones of service excellence through effective communication that leaves a lasting impression wherever you go.

About the Program:

RightFit's Effective Communication Skills program is offered as an Instructor lead half-day in-house training. The course will incorporate areas such as:

- Effective Communication in the hospitality and service industries
- Effective Interpersonal skills for business and service sectors
- The Right Attitude and Approach for all occasions
- Recognised different styles of communication and how to improve understanding and build rapport with others
- Reflected on different methods of communication when each is most suitable
- Appreciate the role of body language and voice tone in effective communication
- Communicate their message in an effective and engaging way for the recipient

Objectives and Requirements:

This highly effective module is designed to equip you with skills that take you to the next level. By the end of this half-day communication training course, you will have built effective communication skills that will enable you to appreciate and understand the impact of communication in the hospitality and service industry.

The program will increase your confidence and readiness to articulate to handle the most challenging service situation and give you a better understanding of 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 Effective Communication Skills half-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 make them suitable for. It helps put you one step ahead!