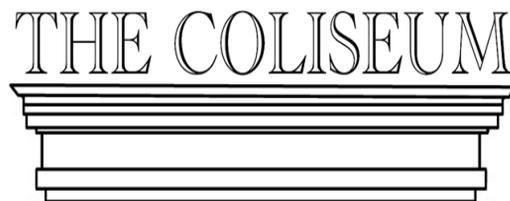


COMMUNICATION WORKSHOP



Events, Hospitality and Travel

OVERVIEW

This 2 days workshop will provide participants the tools to build an effective feedback and communication process with dissatisfied guests or customers and to use it to your business advantage.

Learning Outcomes

Participants in this workshop will learn:

- To identify the power of effective customer feedback culture
- To understand the difference between feedback and complaint
- Develop procedures to handle complaints
- The power of body language
- Effective Communication processes
- Identify different types of complainers
- How to say “No” to a customer
- Handling negative comments on Social media channels
- To develop and follow communication process models to deliver effective change
- The value of team empowerment in effective complaints resolution
- The importance of follow up and closing

Who would benefit

This workshop is beneficial for frontline team members, supervisors and middle management in the hospitality or service industry

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Lead | Trust | Inspire | Create