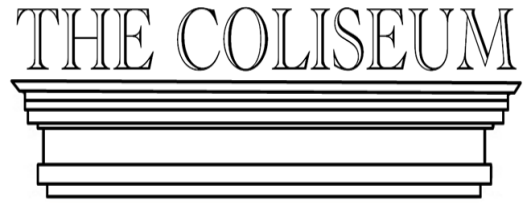


# COMMUNICATION WORKSHOP



*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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