

Hospitality Training

In tough economic times, good customer service is more important than ever to attract customers that are more selective in their spending. Learn about an approach to customer service training that is engaging to audiences and leaves trainees feeling excited and empowered.

About this Resource:

Hospitality training was developed in Monroe County in response to a need for customer service training as well as a need for some comprehensive training in creating an overall welcoming community environment. This training can be tailored to any community. It initially covers the basic customer service issues of attitude and appearance and then expands into challenging the learners to keep the visitor in the community.

Learners are asked to respond to typical visitor questions about community activities and resources. "There is nothing to do here," is never an acceptable answer! By creating a group learning environment, participants can share ideas and help each other learn about their communities.

Putting it to Work in Your Community:

This resource can be accessed through your local community resource development educator, who can tailor it to meet the needs of your community. It is best delivered in a group environment with employees from multiple businesses present. Because of its nature, it is applicable to not only traditional tourist businesses and those in front-line work, but also other businesses that serve customers and any employee whose work would impact a visitor's impression of the community.

Organization's sponsoring the training have extended it's impact by developing "front-line" binders containing community information for placing at front desks and service counters to help employees provide up-to-date community information. Other organizations have initiated monthly email newsletters to update all local tourism businesses about community activities, business hours and local information.

For More Information:

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