



Workshop overview

To give tourism businesses a 'point of difference' between themselves and the competition, this Programme aims to assist teams to excel at service delivery levels and that this is integrated across all activities of the business.

Why attend

- To upskill and provide the necessary learning to support industry members to achieve and maintain "Best in Class" service delivery in order for tourism businesses to remain competitive and sustainable in to the future.
- Improve customer relationships and customer satisfaction.
- Improve effectiveness and efficiencies of employees through the provision of operational standards.
- Improve up-selling techniques and product knowledge.

Location

Regional locations, nationwide or on an in-company basis depending on availability

**Duration
Cost**

10am to 3.30/4pm
Currently fully subsidised by Fáilte Ireland

Designed for

All management and staff who come into daily contact with the customer/visitor and who have a responsibility within the provision of service quality.

Date

Scheduled dates can be viewed on the Fáilte Ireland Trade Portal

Content

- Update on Fáilte Irelands' Programme Brands
- Service Excellence (what is it?)
- Customer journey from arrival to departure
- The Service Excellence framework
- First impressions - lasting impressions (have them at hello)
- Customer Engagement – Adding the 'personal touch'
- Managing complaints
- Upselling
- Cultural awareness
- Creating memorable experiences (why this is important?)
- Delivering a fond farewell
- Encouraging customer feedback

Watch out for other workshops as part of the Operational Excellence suite?

List workshop names

Enhancing Management and Supervisory Skills

Content:

Day 1: Roles & responsibilities as supervisors/managers within the business

- Communicating effectively
- Conflict management
- Leadership
- Motivating your team

Day 2: The principles and application of Belbin's" team roles explained

- Providing effective feedback on performance/coaching
- Cultural awareness
- Delegation skills

Developing and Implementing SOP's

Content:

Day 1: Introduction to Service Excellence concept & model

- Introduction to Standards of Performance (SOP's)
- Setting Standards of Performance (hands on)
- Managing Standards of Performance
- Applying Standards of Performance

Day 2: Review of day one

- Measuring Standards of Performance
- Managing Self and Time
- Next steps