

Strengthening Your Guest Service Skills

Hello Team,

With 2021 coming to an end, the Human Resources team wanted to make sure that everyone is practicing best guest service practices heading into the new year. Providing good guest service is essentially the golden rule “Treat others how you would want to be treated”. This is true not just externally with our guests, but internally as well with fellow Team Members. We offer many Learning and Development courses to strengthen and grow your career.

Below are some core values that we teach in these courses.

Maintain a positive attitude

Attitude is everything, and a positive attitude goes a long way in providing excellent guest service. Some people will be upset. Others will be full of questions. And others will just be chatty. You must know how to handle all of them and provide the same level of service every time.

Adapt to every situation

Every guest is different, and some may even seem to change week-to-week. You should be able to handle surprises, sense the guest’s mood and adapt accordingly. This also includes a willingness to learn— providing good guest service is a continuous learning process.

Work ethic

People appreciate someone who will see their problem or service through to its goal. At the same time, you must have good time management skills and prioritizing one guests time over another.

Clear communication.

Ensure you convey to guests exactly what you mean. You don’t want your guest to think they are getting 50% off when they are actually getting 50% more product. Communication is key to ensure proper guest satisfaction.

These values are just a few ways to make sure we are providing our guests and each other with 4 Diamond guest service. Please reach out to HR if you have any questions or are interested in joining one of our many courses.

Thank you,

Human Resources