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# Customer Service: Providing a 5 Star Experience

## Learning Outcomes

- Appreciate service as a fundamental philosophy
- Implement specific service strategies:
  - the hospitality model
  - going the extra mile
  - exceeding expectations
  - demonstrating courtesy
  - under promising, over delivering



Date: \_\_\_\_\_

Time: \_\_\_\_\_

Venue: \_\_\_\_\_

Email Login: \_\_\_\_\_

Password: \_\_\_\_\_