

FROM TENSION TO TEAMWORK

Help your staff see that outstanding guest service is the result of behind-the-scenes teamwork and cooperation. These additional videos will start your new employees off with the right service skills and attitude:

- Welcome to Hospitality! Check In to Your Future
- Delivering Quality Guest Service
- ADA: Communication and Service Skills

Don't Put This Video on Your Shelf!

We know you're busy. But don't let this program sit. Especially since you have such easy options for seeing immediate results!

- Encourage your employees to view this video more than once.
- Have the video available at the beginning or end of shifts.
- Allow employees to check the program out overnight.
- Help employees apply what they learn by asking the following questions:

- 1) What are the three most important points you learned?
- 2) Who do you serve internally?
- 3) How does your job ultimately contribute to guest satisfaction?



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