Fundamentals of Great Service

This ultimate service experience training course is an entry level course that cover all the basic needs to working the luxury customer service industry. You will explore how to maximise your communication and discover the power behind using the customers’ name.

The objectives of the session are:

- Demonstrate body language, tone and eloquence that is aligned to service in a luxury setting;
- State the importance of using guest names and demonstrate select techniques for remembering guest names;
- Model your own ultimate welcome.

Fundamentals of Great Service is a half day ultimate service experience training course, taking place at Dorchester Collection Academy in Mayfair, London.

Fee £350 plus VAT per person.

To make a booking, please contact: dcacademy.DCL@dorchestercollection.com

All programmes include refreshments and complimentary WI-FI.

To privatise a session for your company, please note that we will require a minimum of 6 people and maximum of 12 people. All sessions to be prepaid via bank transfer prior to the session date.

Delegates attending the above accredited courses can request a CPD Certificate of Attendance and can record their attendance towards their formal CPD requirements for their professional body, institute or employer.

Fundamentals of Great Service = 4 hours of CPD credit.