

Customer service skills to surprise and delight guests



- Understanding customers
- Pre-empting customer requests
- Training your staff
- Asking the right questions
- Listening to answers
- Practicing empathy
- Having every staff member help guests
- Applying the same customer service principles online as in person
- Creating a culture of great customer service
- Partnering with other customer service businesses
- Finding ways to exceed expectations
- Asking for feedback

Guest Service Agent Hotel Training Guide

Ying-Ying Zheng



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