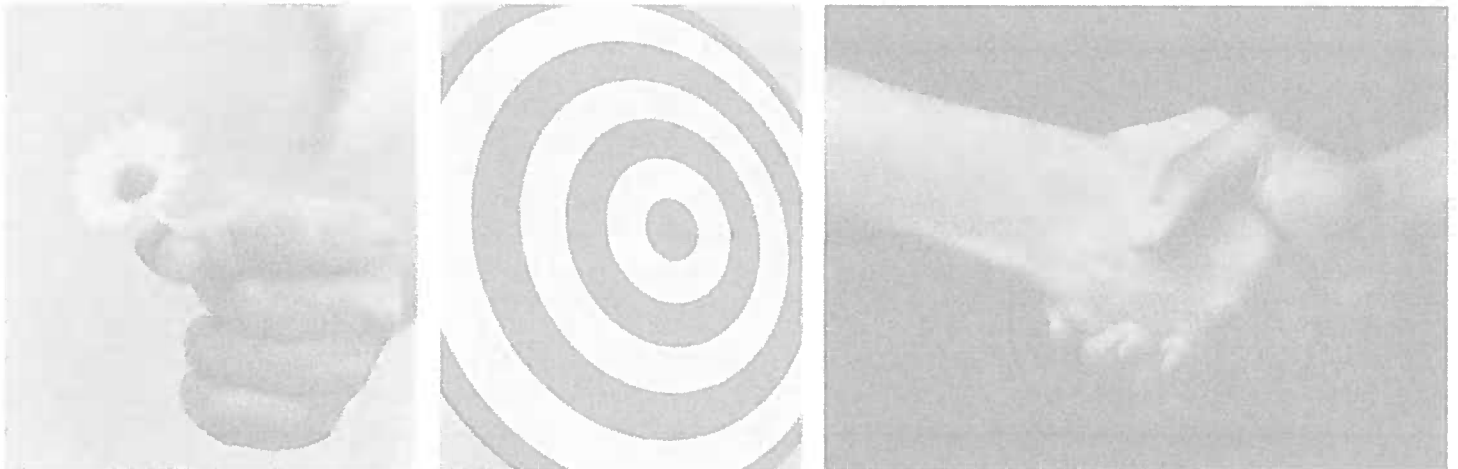




guest care track

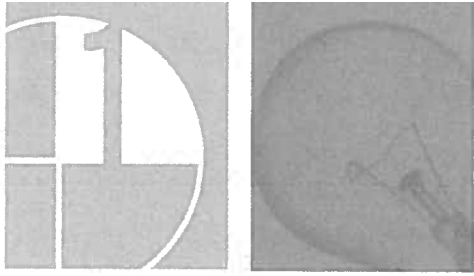
inyu training

training for salons and spas



guest care: the ten commandments of great customer service

[workbook]



4MAI learning styles

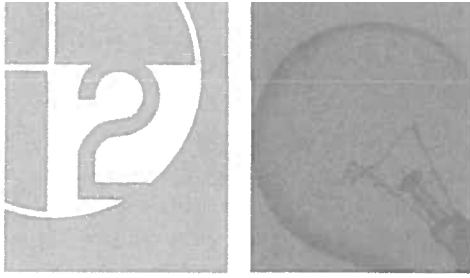
Note: This part of the workshop is designed to get your team engaged at a personal level. The dialogue and “personal-ness” of the content particularly appeals to Type 1 Learners.

what does “great” look like to you?

What defines amazing, exceptional, remarkable, off-the-charts, awesome service?

guest care: the ten commandments of
great customer service





6 Ask for feedback.

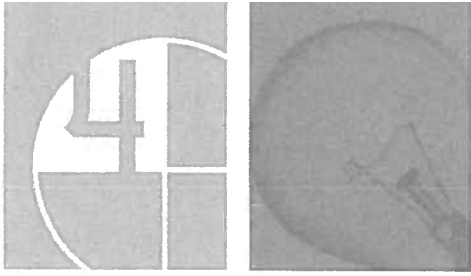
7 Apologize with grace and competence.

8 Educate our customers.

9 Add value to every interaction.

10 Value your internal customers.





4MAI learning styles

Note: This is the part of the workshop that leads to innovation in your business. The Type 4 learners enjoy this part of the process because there is a focus on generating ideas and building the vision for your company's future growth.

putting it into action

1 Staff meeting:

- Share the Commandments with your team.
- Reflect on the questions on the previous page.

2 Huddle

- Choose a focus of the week.
- Share a quote, story or celebration related to each Commandment.

3 Personal

- Choose a focus of the week.
- Ask yourself, "How did I do today?"

