



AFRICAN BUSH TRAINING

Field Guide & Hospitality Management School

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ADVANCED GUEST RELATIONS COURSE



TAKING SERVICE DELIVERY TO THE NEXT LEVEL OF SERVICE EXCELLENCE...

Become a master communicator and learn how to effectively deal with guests!!!

The ADVANCED GUEST RELATIONS COURSE exposes participants to a broadly recognised, widely implemented strategy for managing and maintaining a level of customer service at the highest level of service delivery.

The purpose of the course is to provide students with fundamental theoretical and practical knowledge in various concepts of customer relationship management which are necessary when interacting with both local and international guests.

The course syllabus was designed and is presented by industry specialists and professionals in the field of neuro-dynamics; *and focuses extensively on interpersonal relations, advanced communication and how to deal with guest in the most efficient and effective way.*

This course has the potential to turn lodges around and make members of hospitality teams reach their full potential in service delivery.

MODULES:

The Model of Excellence, Advanced Communication, Body Language, Establish Rapport with Guests, Understanding Guest Perceptions, Anticipating Guest Needs, Different World Cultures, "Reading" Guests, Responding to Guest Needs, Handling Complaints and much more...

DURATION: 7 Days Full-time

COST: R 7 700:00 per student

(Includes: Full boarding, Accommodation, Meals, Course Material, ISCI Membership, Exam, Assessment and Moderation Fees)

LOCATION: AFRICAN BUSH TRAINING campus, situated in the Northern Drakensberg of the Limpopo Province close to Ohrigstad.

