

Vacation Rental Edge™



Description

In this program, which can be anywhere from one to four days, Signature Worldwide teaches a Magic Formula for handling vacation rental inquiries with a focus on sales skills, front desk, reservations, leadership, check-in (arrivals) and check-out (departures). The training is then reinforced with live coaching and mystery shop calls.

Who Should Attend?

Front Desk Agents
Guest Service Representatives
Reservations Staff
Sales Staff

Learning Objectives

Through a variety of techniques, including role-playing, employees will learn when, how and why to:

- Establish rapport with potential customers
- Identify caller needs
- Build value before quoting rates
- Ask for a commitment.

Additional Programs

Service Edge
Legendary Leader
Client-Centered Sales
Negotiating
Prospecting

Why Should I Vacation With You?

Do your reservations and front desk associates know the right answers to that question?

Do they identify caller needs and create value before quoting rates?
Do they ask for the reservation?

If these things don't happen every time the phone rings or a prospective guest walks into your rental office, you're losing reservations – and money – to your competition.

Signature can help. We've worked with thousands of hospitality-related clients to build the sales and service skills of reservation agents and front desk staff.

We teach a logical Magic Formula for handling inquiries, improving caller experiences and selling more.

Vacation Rental Edge is more than a training event – it's a turnkey system for changing behavior that creates lasting improvements in guest satisfaction, conversion rates and revenue generation. How?

- We start with a thorough assessment and tailor the program to your needs.
- We conduct a dynamic and engaging on-site training event.
- We support skill development with ongoing coaching and mystery shopping.
- We provide web-based management reports that help you drive performance.

Vacation Rental Edge participants gain the skills, confidence and attitude to perform to their best ability. Through ongoing reinforcement, they'll learn to integrate those new skills into their daily routine. And you'll see the results.

ResortQuest Partners receive a discounted rate for Signature training.

RESORTQUEST
VACATION HOME NETWORK

Signature®
WORLDWIDE
business and training solutions