

Spa Edge™



Description

With one- to two- days of Spa Edge training, Signature will teach your staff how to help customers, act on client requests and handle challenging situations. Participants learn to impact customer impressions, while increasing repeat business and improving service scores.

Who Should Attend

Owners
Managers
Guest Service Representatives
Receptionists
Hair Stylists
Estheticians
Massage Therapists
Nail Technicians
Makeup Artists

Learning Objectives

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

- Provide legendary service at every touchpoint
- Build rapport with clients to enhance and build customer loyalty
- Handle customer requests in a way that guarantees guest satisfaction

Legendary Sales & Service.

Skilled service and sales employees are absolutely essential to success in the spa industry. Signature's Spa Edge program gives your staff the training they need to convert more inquiries to appointments and improve customer loyalty by creating legendary experiences.

Signature Worldwide, a leader in hospitality training, designed Spa Edge to address one of the industry's most difficult operational challenges — how to deliver and maintain the high service levels clients expect from a salon or spa.

Service Edge is a fun, unique and empowering training solution that gives customer-facing staff the skills, motivation and confidence they need to make every customer encounter a positive one. The training includes reinforcement with coaching and ongoing mystery shop calls, which helps to ensure consistency, accountability and continued development.

Through a variety of techniques, including role-playing, staff will learn how to:

- Help the customer in order to create immediate and lasting satisfaction
- Act on client requests in a service-honoring way
- Handle challenging or sensitive situations with winning results.

By using Spa Edge to improve customer experiences from sign-in to departure, your employees, your clients and your spa will benefit.

Signature
WORLDWIDE
business and training solutions