

Online Learning Packages



Description

With this self-paced training program Signature Worldwide teaches guest service representatives a Magic Formula for handling reservation inquiries, improving guest experiences and selling more rooms.

Who Should Attend?

Employees from management companies with geographically dispersed hotels or those who are simply unable to take extended amounts of time away from their daily activities for instructor-led training classes. Participants should include the following:

Front Desk Agents
Guest Service Representatives
PBX Operators

Learning Objectives

Through a variety of activities 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.

Training Options For Any Need.

Signature has worked with thousands of hotels and resorts to build the sales and service skills of reservation agents and front-desk staff and is now able to do so in a convenient, cost-effective way.

With the self-paced online training packages, Signature will teach a simple Magic Formula for handling inquiries, improving caller experiences and selling more rooms.

The components of these packages include:

- **E-learning Course** - Signature's popular Transient Edge® program in a electronic module.
- **Driver's Packet** - Information provided to the driver of the training program which is meant to assist in training staff on sales and service skills covered in the course. Materials include Magic Formula job aids, tracking tools, informational posters and more.
- **Mystery Shop Calls** - Random, sample inquiry calls made to employees and used to measure change in behaviors in relation to sales and service skill levels.
- **Mystery Shopping Reports** - Collective results of employees' mystery shop calls made available online.
- **Coaching on Demand** - Dedicated Signature staff available to provide feedback and instruction to employees on specific sales and service skills once the employee has completed the e-learning course.
- **Relationship Management** - Partnership established between a Signature representative and the program driver to help define and attain the hotel's training goals.
- **Web Classroom for Managers** - Interactive sessions led by a Signature trainer that focus on how to use the Transient Edge program to drive results.
- **Webinars for Staff** - Educational sessions to remind staff of the skills learned in the e-learning course and practiced during mystery shop calls.

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WORLDWIDE
business and training solutions

Package Options

A training package can be selected based on the unique needs of your hotel:

Components:	E-learning Course	Driver's Packet	Mystery Shop Calls & Reports	Coaching on Demand	Account Management	Web Classroom for Managers	Webinars for Staff
Levels:							
Silver <i>Do It Yourself</i>	X	X					
Gold <i>Do It Yourself with Measurement</i>	X	X	X				
Platinum <i>Do It Yourself with Measurement & Reinforcement</i>	X	X	X	X	X	X	X