

Casino Edge™



Description

In one day or less, two to 18 employees can be trained using Signature's proprietary Magic Formula to deliver exceptional service in the cashier's cage, at the slot machines, in the hotel or even at a show. Need help for a larger team of call center agents? We can do that too.

Who Should Attend?

Any and all customer-facing departments:

- Reservations
- Sales
- Marketing
- Box Office
- Front Desk
- Bellman
- Transportation
- Concierge
- PBX/Call Center
- Spa
- Players Club
- Retail
- Security
- Housekeeping
- Host

Learning Objectives

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

- Build value before quoting rates and asking for a commitment
- Establish customer rapport
- Effectively handle player requests and complaints.

Improve Profits. Sell Reservations.

Inspire guests to stay and play with Signature's Casino Edge training program. From the gaming floor, to the hotel, to the box office, Casino Edge encourages employees to embrace a customer-centric culture where guests can truly have a fun-filled get away.

Start by building a legendary customer service culture and reputation with the following Casino Edge training modules:

- **Reservations:** Provide service that is friendly and efficient during hotel and box office reservations.
- **Front Desk:** Create a fun and welcoming impression that sets the tone for a casino stay.
- **Bellman:** Exceed expectations when assisting guest with their luggage.
- **Valet:** Put visitors at ease by promptly and safely handling their transportation needs.
- **Retail:** Help visitors with your pressure-free, consultative selling skills.
- **PBX:** Connect with customers while managing multiple calls.
- **Spa:** Provide rest and relaxation to enhance a casino get-away.
- **Players Club:** Deliver customer service that makes everyone feel like a VIP.
- **Security:** Establish a presence that keeps guest assured instead of alarmed.
- **Housekeeping:** Build a guest experience with warm pass-bys and helpful responses to requests.
- **Host:** Exceed client expectations while keeping them on the gaming floor.
- **Casino Ambassadors:** Own the casino experience by ensuring great service at every interaction.

And because Casino Edge is designed to create lasting behavior change that empowers employees, team members will also practice their new skills through post-training mystery shop calls and reinforcement.

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business and training solutions