

FRONT OFFICE AND COUNTER STAFF

(In Hotels, Hospitals, Service Stations, Show Rooms, Sales Counters, Cash Counters, Booking Windows)

Saturday, April 20, 2019 – 09.30 a.m. to 1.00 p.m.

- Your staff is sincere and well intentioned. But they are victims or beneficiaries of habits – unconscious behaviour – learned during first seven years of their life. It is possible to change bad habits and learn good habits by regular practice of desirable habits.
- Front office and Counter staff can increase the volume of your business and profits by creating a positive impression on the existing and potential customers due to their customer friendly behaviour. They can drive away your customers to competitors by their self-centred and unfriendly behaviour.

This program is designed to help participants identify their good habits and reinforce them and become aware of their undesirable habits and get rid of them.

Flow and Content

- **Caring for Self:** Personal Health and Hygiene HQ; Emotional control EQ; Systematic and Creative thinking IQ; Unity and Harmony SQ
- **Caring for Colleagues:** Cooperation; Coordination; Collaboration; Co-Creation – Teamwork
- **Caring for the Customer:** Creating positive impression; Assessment of needs; Helping customer make up his/her mind; Meeting and surpassing the expectations of the customer
- **Caring for the Company / Organization:** Knowing and utilizing Operational Network; Knowing, achieving and surpassing performance standards; Knowing and fully adopting organizational values and principals
- **Caring for All:** Good Housekeeping Practices ĩ% Handling difficult Situations; Taking Care of Cash, Materials, Information and Property; Continuous Improvement; Self Reliance ĩ% Self-Management; Time Management

Learning Facilitator:

Mr. Suresh Pandit, HR-OD-Productivity specialist

Fee: Rs.700/- per person including GST. (Towards programme fee, course material, lunch and refreshment). The cheque may please be drawn in the name of 'Ahmedabad Management Association.'

