



***Exceeding Customer Expectations in the Service Industry***


Members	Non-Members
\$125	\$150

Exceeding customer expectations is essential to repeat business and the bottom line. This three-hour workshop is designed for all service personnel who are either newly employed or in need of a refresher course. Using role plays, guided discussion, video and games, participants will examine definite ways to exceed customer expectations.

Ideal participant: Front line staff who are new to the industry.

***Guest Service Gold: Making Connections - Proactive***

Members	Non-Members
\$150	\$180

 GSG is a comprehensive program designed to accomplish the goal of creating guest service-oriented line level employees who know how to engage with their guests to provide memorable guest service. The course features seven brief stories designed to motivate and inspire hotel employees to 'go for the gold' when it comes to providing service above and beyond the call of duty. An AHLEI certification for hospitality employees.

Ideal participant: Front line staff who are new to the industry.

***Microsoft Office – Word (beginners)***

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\$125	\$150

**Microsoft Word** is a powerful authoring program that allows you to create professional-looking content quickly. With a host of authoring tools, you can quickly construct documents from predefined parts and styles. Learn Microsoft Word fundamentals; how to write, edit, and design documents, format text, use spell check, perform mail merges, track changes, and more.

## Microsoft Office – Outlook (beginners)

Choose this Outlook class if you are new to Microsoft Outlook. Your expert instructor will teach you about the Ribbon, Tabs, Groups, and Commands, and other new features in Outlook 2016. You will also learn to set up accounts and work with messages, calendars, and contacts.

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\$125	\$150

## Business Writing

This course teaches best practices for writing business correspondence such as memos, notices, letters, emails and reports. Additionally, it includes grammar sessions and practical activities. The programme duration is six weeks, two hours per week. Participants are allowed to bring in real work assignments of a non-sensitive nature that they may need assistance with.

Ideal for persons who use written communication as a part of their daily routine.


Members	Non-Members
\$375	\$450

## Sexual Harassment Prevention in the Work place

Sexual harassment can occur anywhere. This course will open up discussion, build awareness and instruct employees about its prevention. This three-hour programme is designed for employees across business sectors. It examines what constitutes sexual harassment, reporting responsibilities and sexual harassment laws.

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\$125	\$150

## Front Desk First Impressions

 First impressions of your property, either from the check in process or any other interaction with the front desk, set the tone for the guest's overall experience at your hotel. This three-hour course for new and continuing employees will coach employees to be as pleasant, professional and efficient as possible. This video training focuses on the interpersonal skills, attitudes and procedures needed to help your front desk staff of hotels achieve optimal results and repeat business. AHLEI certified.

Ideal for Front Desk Line Staff - new and continuing.

Members	Non-Members
\$150	\$180

### **Customers for Keeps Providing Exceptional Guests Service**

Members	Non-Members
\$150	\$180

Recommended for Supervisors, Assistant Managers and Managers. The duration of the programme is eight hours and will be conducted over two days. The seminar will show participants how to reduce turnover in their organisation and take steps to retain excellent employees. It will also help Managers to develop strategies for managing guest service and increase opportunities for positive interactions with guests.

Recommended for Supervisors, Assistant Managers and Managers.

### **Leadership Development (Managers)**

Members	Non-Members
\$375	\$450

For organizations, leadership is their most important resource, it is the engine that pulls the train. This workshop, for managers, helps define leadership competencies and participants discover how to increase their effectiveness, individually and as a team, and design a comprehensive plan that includes assessment, mentoring, group work and case studies.

Ideal participants - Managers

### **Cross Cultural/Diversity Training (Supervisors)**

Members	Non-Members
\$225	\$270

Cross cultural training course is designed to help participants understand how culture impacts behavior and how they can adapt their actions to realize better communication among colleagues, clients, and customers within a multicultural organization. The program covers cultural differences in how people view relationships with others, variations in how different groups interpret what is said and not said, and divergent views on things such as equality among people, roles, and rewards.

Ideal Participants - Supervisors who manage staff from various cultural groups

### **Conflict Management Skills (Line staff)**

Members	Non-Members
\$225	\$270

Resolving conflicts — from minor misunderstandings to serious disagreements — is part of almost every job. Whether employees are dealing with an issue with a peer, a customer or a manager, it's helpful to have an approach that resolves conflicts in a positive way. In this highly interactive workshop that uses “real life” scenarios that participants may face in their day-to-day work, they will practice applying various strategies and a simple process to resolve conflict.

Ideal Participants - Line staff

## Managing Difficult Customers

We have so many interactions with customers in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are interactions that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This workshop will give you the tools to manage difficult conversations and get the best results possible out of them.

Members	Non-Members
\$125	\$150

Ideal Participants – Supervisors

## TCI Explore

A 6-week programme (2 hours per week), designed for new employees and persons wishing to learn more about the Turks and Caicos Islands. The workshop will explore geography, history, culture, economics and political aspects of the Turks and Caicos Islands. Therefore, enabling participants to best and correctly answer questions which they may receive about the destination from visiting guests.

Members	Non-Members
\$250	\$350

Ideal Participants - Front line staff who are new to the Islands or those wishing who learn more about the islands.

## Natural Disaster Risk Assessment for the Hospitality Industry

This two-day capacity building workshop is highly practical and specifically designed for property owners, managers and supervisors in the hospitality and tourism industry. This workshop provides attendees with the knowledge, skills, techniques and practical tools to complete a natural disaster risk assessment. Attendees will learn to best use their available resources to reduce the risk of harm to guests and employees and limit the economic damage to their business from natural hazards such as hurricanes, floods, landslides and earthquakes.

This workshop is designed for hoteliers, GMs, maintenance/engineering managers and department heads. Through a series of simple to use tools and methods, attendees will learn to assess the potential impact of natural hazards and complete a natural disaster risk assessment for their property.

Members	Non-Members
\$450	\$540

Ideal Participants - hoteliers, GMs, maintenance/engineering managers and department heads.

## **HACCP for Food Safety Management**



### **RSPH Level 2 Award in HACCP for Food Safety**

Management. This one-day workshop is accredited and certificated by the Royal Society for Public Health and participants will be required to complete a 30-minute multiple choice examination at the end of the workshop. It is designed for hand on practitioners/supervisors and would be a prerequisite for the more intense Level 3.

Members	Non-Members
\$375	\$450

Ideal participants - food practitioners/supervisors

## **The Customer Service Journey (Follow Up with K. Darron Turnquest)**

Revisiting the critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.

Members	Non-Members
175	\$200

Pre-requisite: Completion of Session 1 with K.Darron Turnquest

## **Leadership in the Workplace (Supervisors with K. Darron Turnquest)**

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This one-day course is designed around major elements of customer service that, bring customers back to experience service that is next to none other. It is making your customers journey a remarkable one.

Members	Non-Members
\$200	\$250

Ideal Participant - Supervisors

## **Leadership in the Workplace (Managers with K. Darron Turnquest)**

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This one-day course is designed around major elements of customer service that, bring customers back to experience service that is next to none other. It is making your customers journey a remarkable one.

Members	Non-Members
\$250	\$300

Ideal Participant - Managers

## Certified Hospitality Supervisor



Hospitality supervisors must have effective skills such as leadership, time management, and communication. They must keep pace with change, improve their knowledge, and share their experience with others. The **Certified Hospitality Supervisor**

(CHS®) is the most prestigious certification available to a hospitality supervisor. It is part of an elite group of hospitality professionals who by combining education and experience with dedication to the industry have achieved a high level of expertise. This exciting six-week workshop for Supervisors and Managers is highly interactive with simulations, games and guided discussions.

Ideal Participant: Hospitality Supervisors

Members	Non-Members
\$375	\$450

## Conversational French

This basic course offers various dialogues and scenarios in various media: video, text, audio... followed by French exercises to improve your communication skills so that you can express yourself in everyday situations, strengthen your confidence in having simple conversations in another language.

Ideal participant - persons who have an interest in basic conversational skills in French

Members	Non-Members
\$125	\$150

## Conversational Spanish

Learn basic Spanish with this Spanish for beginners' crash course. Improve your communication skills so that you can express yourself in everyday situations, strengthen your confidence in having simple conversations in another language.

Ideal participant - persons who have an interest in basic conversational skills in French

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