

Profit Through Performance Training Program

Description

Profit Through Performance is an exciting, easy to use training tool designed to increase the profitability of your restaurant.

Who Should Attend

This program is ideally suited for front line service staff including: Wait Staff
Bartenders, Host/Hostess, Maitre d',
Bus Staff.

What Comes With The Kit

- Your training package includes:
- Trainer Manual
- Resource materials
- 5 Participant Manuals (each participant manual has 3 booklets of 4 modules each, for a total of 12 modules)
- Additional manuals are available (in packages of five sets only)

Features

Includes 12, one-hour modules that can be delivered as "stand-alone" programs or together as a series

Full, do-it-yourself, training kit allows the program to be delivered to staff on site at your restaurant by yourself or an internal trainer

How To Purchase The Kit

The Profit Through Performance training kit is affordably priced at \$295.00
Additional manuals (pkg. of 5 sets), \$225.00

To Book Your Session or for more information please contact:

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Profit Through Performance Training Program

SERVICE

MODULE 1 – Gaining Customer Loyalty

Top five reasons customers don't return

How to gain customer loyalty by enhancing core service

MODULE 2 – Developing a Positive Service Attitude

Top ten customer turn-offs

The seven components of excellent customer service

MODULE 3 – Maximizing Customer Connections

The four critical components of every customer interaction

Maximize Moments of Truth with each customer

MODULE 4 – Cultivating Your Communications Skills

The three key elements of communication

The six essentials of effective listening

SOLUTIONS

MODULE 5 – Igniting Your initiative

Define initiative and list its five key components

Three steps for effective problem solving

MODULE 6 – Resolving Guest Complaints

Three types of difficult customers and how to handle them

Five-step process for resolving customer complaints

MODULE 7 – Building Team Spirit

Three key components for building a great team

The benefits of teamwork

MODULE 8 – Team Feedback

Do's and don'ts of receiving constructive feedback

How to give feedback using a powerful 3-step technique

SPECIALIZATION

MODULE 9 – Serving Customers with Special Needs

Serving elderly or solitary guests

Serving guests who speak a foreign language

MODULE 10 – Knowing your Menu

How to match your restaurant's menu to your customer's needs

What every restaurant service professional needs to know

MODULE 11 – Selling Tips for Service Pros

Five proven techniques for increasing sales

How to identify selling opportunities

MODULE 12 – Creating a Memorable Meal Experience

The four steps to creating a memorable meal experience

"Reading" your customer