

INNOVATIVE CUSTOMER SERVICE TRAINING

*Together Towards Quality Service (TTQS)
post Covid19 World.*

Hospitality and Other Services Industries

WHY INNOVATIVE CUSTOMER SERVICE TRAINING, USING TTQS MODEL?

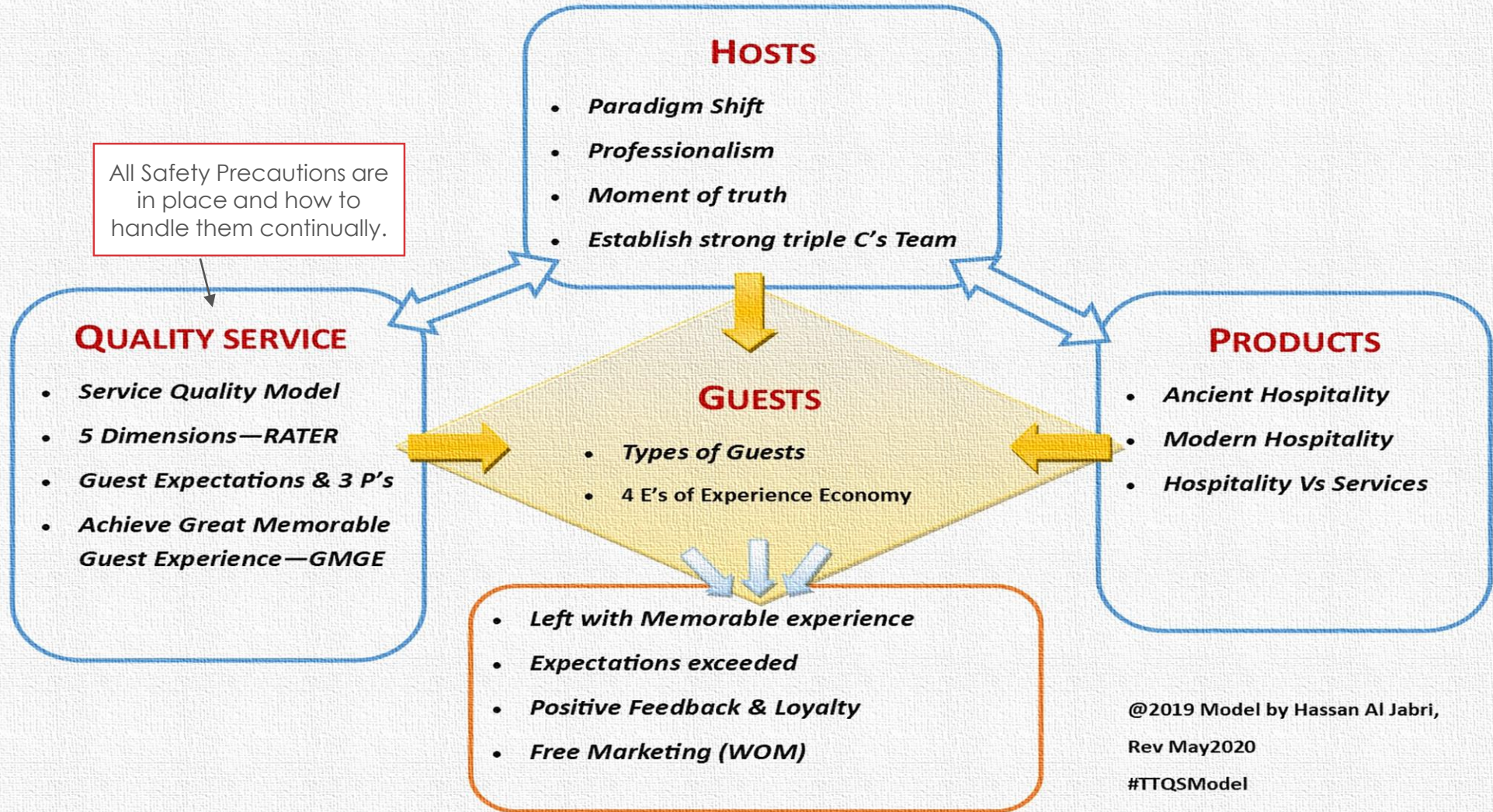
Together Towards Quality Service Master class is an important hospitality customer service training that is not only about on how to deliver quality service, but is equally important, is about empowering the roles of hospitality professionals like yourself, by learning the main 4 Sections of TTQS Model, namely;

***HOSTS
QUALITY-SERVICE
PRODUCTS,
all focusing on GUESTS.***

Enhancing these 4 sections that are based on customer-centric culture, by upscaling hosts' professionalism, be open-minded on a paradigm shift, and understand your guests better by mastering economy experience.

TTQS MODEL - Hospitality Industry

Innovative Customer Service Model — Together Towards Quality Service



@2019 Model by Hassan Al Jabri,
Rev May2020
#TTQSModel

WHY INNOVATIVE CUSTOMER SERVICE TRAINING, USING TTQS MODEL?

You will be learning how to relate to ancient and modern hospitality in delivering quality service. You will be introduced to modern quality methodologies in delivering quality service and professionalism with a “paradigm shift” twist.

Finally, induced with techniques to solve your customer’s complaints and how to create great memorable guest experience, from real-life examples, resulting in gaining more trust & loyal customers, repeated business, and transformation to the moment of truth for both hosts (Employees) and the guests (customers).

BENEFIT FOR ORGANIZATION AND DELEGATES:

- Gain more relevant experiences from the workshop shared real-life experiences.
- Instill a sense of ownership and accountability.
- Enrichment in self-confidence in dealing with team members and guests.
- Contributes to better-off, a happier & more productive workplace.
- A more productive and customer-focused workforce.
- Leads to increased customer satisfaction.
- Learn how to elevate the level of hospitality.
- Deliver a consistent superior quality service.
- Enhancement confidence and knowledge.
- Transform skills & be part of a customer-centric culture.
- Enrichment in self-confidence in dealing with team members and guests.
- Increases number of repeated guests, revenue, and business bottom line!

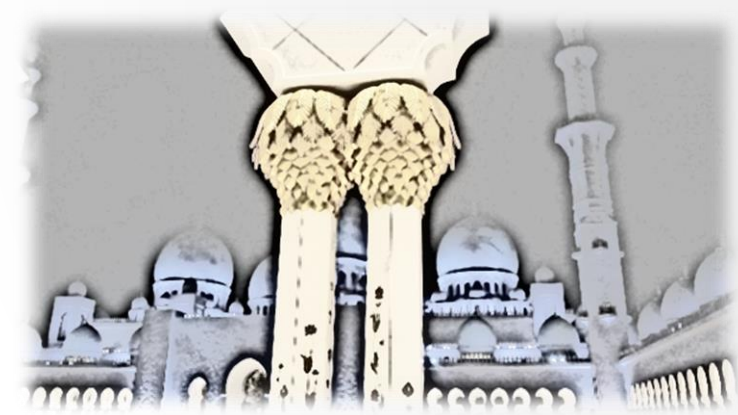
LEARNING OBJECTIVES:

After the TTQS training, delegates should be able to:

- Demonstrate in-depth knowledge about the ancient hospitality culture and how can be related to modern hospitality.
- Distinguish between hospitality and service in delivering quality service.
- Increases skill levels and professionalism, including performance abilities in all major hospitality soft skills - Problem Solving, Empathy, Teamwork, Strategy & Innovation, and Stress & Time Management.
- Identify the importance of professionalism & a positive teamwork environment.
- Explain the essential elements of effective business etiquette that contribute to a guest's experience.

LEARNING OBJECTIVES:

- Explain how to achieve guest/client “moment of truth” as part of a team member.
- Identify “moment of truth” opportunities, be able to easily connecting from heart-to-heart, from one human being to another.
- Describe how to elevate the level of quality service by using modern quality methodologies.
- Describe how the economy experience is related to the guest experience and you can contribute to exceed expectations.
- Outline efficiently & successfully on how to resolve queries, supply relevant information & conclude every interaction on a positive note.



TRAINING PREVIEW :

(Subject to a slight change to fit client requirement)

DAY 1: Module One. 5 hours including 15 mins break

CHAPTER ONE: Together Towards Quality Service Model

CHAPTER TWO: The Origin & Ancient hospitality

CHAPTER THREE: Service & Hospitality

CHAPTER FOUR: Know your guests/customers.

Day 2: Module two. 5hrs including 15 mins break

CHAPTER Five. Experience Economy

CHAPTER Six: Exceeding guest's expectations

CHAPTER Seven: Professionalism in the hospitality industry

CHAPTER Eight: The Paradigm shift – “Aha” moment

Day 3: Module Three. 5hrs including 15mins break

CHAPTER Nine: Quality Service

CHAPTER Ten: Handling Complains

CHAPTER Eleven: Great memorable Guest Experience

CHAPTER Twelve: Moment of Truth

Duration

3 to 4 days, 5hrs or 4hrs on each day with 15 mins break.

Workshop Delivery Format

- The TTQS training can be delivered at the client's site or our training center in Dubai, UAE
- Training set up of a minimum of 15 delegates & maximum up-to 25 for maximum attention.

Grabbing a higher level of attention for all delegates learning abilities by using:

- Visual, Auditory, and Kinetic (VAK) learning techniques.
- Use of projector to display presentation slides



WHO SHOULD ATTEND?

Innovative Customer Service - TTQS training is suitable and beneficial to a wide range of individuals working or study in the hospitality or services industry.

Is primarily designed for below professionals from all career levels:

- Customers Service Facing staff.
- Hotels – Resorts front of the office / house staff and housekeeping team.
- Restaurant/bar staff
- Events Supporting staff
- Managers and supervisors - You will be able to ensure your team, including yourself, are consistently providing exceptional quality customer service.



Certifications:

KHDA approved training center, therefore all our courses meeting KHDA (Knowledge and Human Development Authority in Dubai, UAE) requirements.

Check out our institution's courses list at KHDA website:

<https://www.khda.gov.ae/en/directory/training-Institutes-search-results/training-institute?id=1954>



TESTIMONIALS:



"I enjoyed very much the topic and I appreciate for management whom they provide this class for us. From now on, we will work even harder to provide good services for our guests."
Veronica, housekeeping. Sea Cliff Resort, Zanzibar, Tanzania.

"I appreciate and enjoy. Thank you for giving us this knowledge. I learn new things and I will share with my fellow team members."
Rose Michael, front desk executive. Sea Cliff Resort, Zanzibar, Tanzania.

"Very informative and the best of all I enjoyed how hospitality was explained in detail"
Humphrey, waiter. White sands Beach Resort, Dar Es Salaam, Tanzania.

TESTIMONIALS:

"The trainer is very good in explanation, we have learned a lot in this introduction."
Angelica, Front office staff. Al-Ayn Hotel, Ajman, UAE.

"Mr. Hassan is an exceptional speaker. My experience from his presentation/training is fantastic. Even if he will speak in front of us continuously for 3 days, I will never get bored. Thank you!!"
Mark Anthony, Housekeeping Coordinator. Al-Ayn Hotel, Ajman, UAE.

"Mr. Hassan did a good job for our team with such a good training"
Ajith Ramachandran, guest service agent. City Seasons hotels group. Dubai, UAE.

"Overall was a good workshop, thank you"
Kuldeep Narwal, Pastry chef. City Seasons hotels group. Dubai, UAE.

PROFILE OF THE TRAINER

Hassan Al Jabri

SPHRi, CMQ/OE®, KHDA Certified

Al Jabri is a Certified Manager of Quality – Organizational Excellence, and Certified Trainer by Dubai Knowledge, Human Development Authority, with more than 24 years of multinational experience leading a diverse range of organizations from startups, small businesses to multinational corporations (Oil and Gas, F&B, Engineering, Government, and Private Sectors).

Al Jabri is an expert in developing effective strategic planning measurement systems, including empowering human capital, sales & marketing teams, leading organizational behavior changes, and customer-centric culture. Apart from being a Certified Manager of Quality - Organizational Excellence (CMQ/OE), Al Jabri holds Professional certification in HR – International (SPHRi), Building Leadership Skills, and Train-the-Trainer certifications.



PROFILE OF THE TRAINER

Hassan Al Jabri

SPHRi, CMQ/OE®, KHDA Certified

Al Jabri also holds a bachelor's degree in International Business from Stratford International University - USA, a major in marketing, two diplomas in Human Capital and Hotel management.

Al Jabri, as a Certified Trainer and Public Speaker, has conducted different areas of training and workshops for various industries with a large number of delegates from the Middle East and around the world. Al Jabri redefined traditional practice to be empowered and trained using his unique model known as the TTQS model (Together Towards Quality Service) and other areas of studies.

He is also actively facilitating and creating training contents on Innovative Customer Service Training, Customer Centric Selling Master Class, Customer Centric Culture, Total Quality Management in any industry, particularly the hospitality industry, using his model (TTQS Model) for significant number of hotels in the UAE and East Africa. Including Mind Encoded To Success Master Class.

Al Jabri is an author of published Amazon books.

EMPOWER YOUR TEAM TODAY WITH SVARNA TRAINING INSTITUTE!

What you are waiting for?

Book today and start to deliver a great memorable experience for your customers or guests.

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