

Guest Service Module

"Memorable customer service can only take place in a human-to-human situation." – Jeffery Gitomer

Competency 1 - Develop team members guest services competencies.

Assignment 1

- Read Hebrew 13:1-2, "Keep on loving one another as brothers and sisters. Do not forget to show hospitality to strangers, for by so doing some people have shown hospitality to angels without knowing it." Now please respond to the following questions. You may want to write down your responses to help you in your group discussion after completing this module.
 - What word or phrase sticks out to you the most from this verse?

 - Who did the writer mention serving and how does that relate to the mission, vision, and values of The Ridge? (If you need a reminder on what those are, go here: <http://theridgecc.com/im-new/who-we-are/>).

 - Where and when have you felt this level of hospitality?

Assignment 2

- Watch: The Disney Way, Bill Capodagil
https://www.youtube.com/watch?v=DIR5gcxyL_s
- Answer these questions.
 - What would it take for you to feel empowered enough to serve someone like the concierge did in the example described?

 - How can you improve your guest service abilities to enhance someone's experience at The Ridge?

 - What are we as leaders missing when it comes to empowering our team members to act and know they have our permission to serve others well?

Assignment 3

- Watch: Create Raving Fans, Ken Blanchard
<https://www.youtube.com/watch?v=J4INez9L7PA>
- Answer these questions.
 - What stood out to you the most from what Blanchard said?

