



# GUESTS FIRST

Customer Service Training Program

If you think you can, you can!

## Training Goal:

“Whether you think you can, or think you can’t, you’re right.” Henry Ford

This famous quote says it well. Some people don’t believe they can change; others have not taken the time to look at themselves honestly. We believe our perceptions to be reality, and get caught up in our own beliefs and routines. This session requires an open mind and the willingness to make the effort to break some of our existing habits. It will help raise your self-awareness and focus more on what we CAN do to improve, which ultimately effects our interactions with others. This session can be effective for our relationships both as hospitality professionals and in our personal lives.

## If you think you can, you can!

- a) The beginning, where does it start?
  - Inward honesty
  - Exercise – what prevents us from performing at our peak levels consistently?
  - Introductions – pride and future
  - Two types of people, which one are you?
  - Why our perceptions are uniquely ours
- b) Words and thoughts
  - Can’t/Can
  - Change?
  - Understand first
  - Building rapport
  - Connecting through acknowledgement
  - Emotional Connections
- c) Ideas to move forward
  - Dissolve negative energy
  - Recognizing and overcoming excuses
  - Little things can go a long way
  - What is your calling?
  - Exercise - Create your own statement
- d) Final thoughts
  - Take action
  - Prioritize
  - Find balance

## Learning objectives:

- 1) Name 4 obstacles that get in the way of performing at your peak level consistently?
- 2) What is one major factor that must be present to make a change in your behavior?
- 3) There are 2 types of people. Name them.
- 4) Explain what the quote ““Whether you think you can, or think you can’t, you’re right.” Henry Ford, means to you.
- 5) Name 3 tips to build rapport.
- 6) Why is it that there are certain situations or stories we will never forget?
- 7) Name one of the tips to overcoming excuses.
- 8) What components should be included in your mission statement?