



Make the training stick (Supervisors/Managers only)

Training Goal:

Designed specifically for supervisors and managers, this session will challenge the commitment to training. The importance of buy-in and dedication directly relates to whether a “transfer of training” takes place from the training room to the workplace. This session will discuss why the leadership role is so pivotal, and offer tools to assist in permeating the Guests First (training) concepts into the workplace. Only when training is reinforced and practiced, will it produce a beneficial outcome.

Sticky Training! (Supervisors/Managers only)

- a) With or without you?
 - Icebreaker
 - Introductions
 - Agenda
- b) Anticipation...
 - Preparing for Guests First training
 - Know the modules
 - Communicate importance & benefits
 - Know logistics
- c) Supporting the effort
 - Attendance
 - Are you aligned?
 - Show me!
- d) Hospitality from the Inside-out
- e) You are the link
 - Clarity of message
 - Say or Do?
 - The best boss?
- f) Reinforcements
 - Debrief
 - Daily vocabulary
 - Evaluate, coach, discipline, praise
 - Coach, let's look closer
- g) Are you a “receiver?”
 - Who knows best?
 - Can you hear?
- h) Internal & external benefits
 - We all win!

Learning Objectives:

- 1) What is the biggest reason training fails?
- 2) Name the 7 Guests First Modules being offered.
- 3) Training is a _____, not a _____.
- 4) Name 2 of the steps for preparation.
- 5) We all absorb information differently, what are the 3 ways we learn?

- 6) What is the concept behind “hospitality from the inside-out?”
- 7) Why does it matter that you “do what you say” or “walk the talk?”
- 8) How soon after training should you begin to reinforce the training?
- 9) Name 4 methods of reinforcement.
- 10) Why is it critical to be open to “front line” feedback?
- 11) Explain the “chain” of those who will benefit from the GF program.
- 12) Name at least one thing discussed today that you will personally commit to improve upon.