

Guest Service Gold® Training and Certification for Students



Description:

Guest Service Gold® is a comprehensive program designed to accomplish the goal of creating guest service-oriented employees who know how to engage with their guests in order to provide memorable guest service.

Guest Service Gold® features a *choice between two separate courses*, **Guest Service Gold®: Making Connections** and the **NEW Guest Service Gold®: Golden Opportunities**. Each option features seven different guest service elements presented through real stories that are designed to motivate and inspire hospitality professionals to 'Go for the Gold' when it comes to providing service that goes above and beyond what is expected.

AUDIENCE: H.S. / COLLEGE / UNIVERSITY STUDENTS

Content

The choice between courses affords you the ability to select the training that best fits your needs. The segments can be viewed individually to emphasize specific learning objectives, or enjoyed together as one comprehensive program. The segments are:

Guest Service Gold®: Making Connections ©2011

- Authenticity: Keep It Real! [ADAPTABILITY]
- Intuition: Read the Need! [CRITICAL THINKING]
- Empathy: Use your Heart! [CUSTOMER FOCUSED]
- Champion: Be a Guest Hero! [DEPENDABILITY/RELIABILITY]
- Delight: Provide a Surprise! [PLANNING/ORGANIZING]
- Delivery: Follow Through! [BUSINESS FUNDAMENTALS]
- Initiative: Make the Effort! [INITIATIVE]

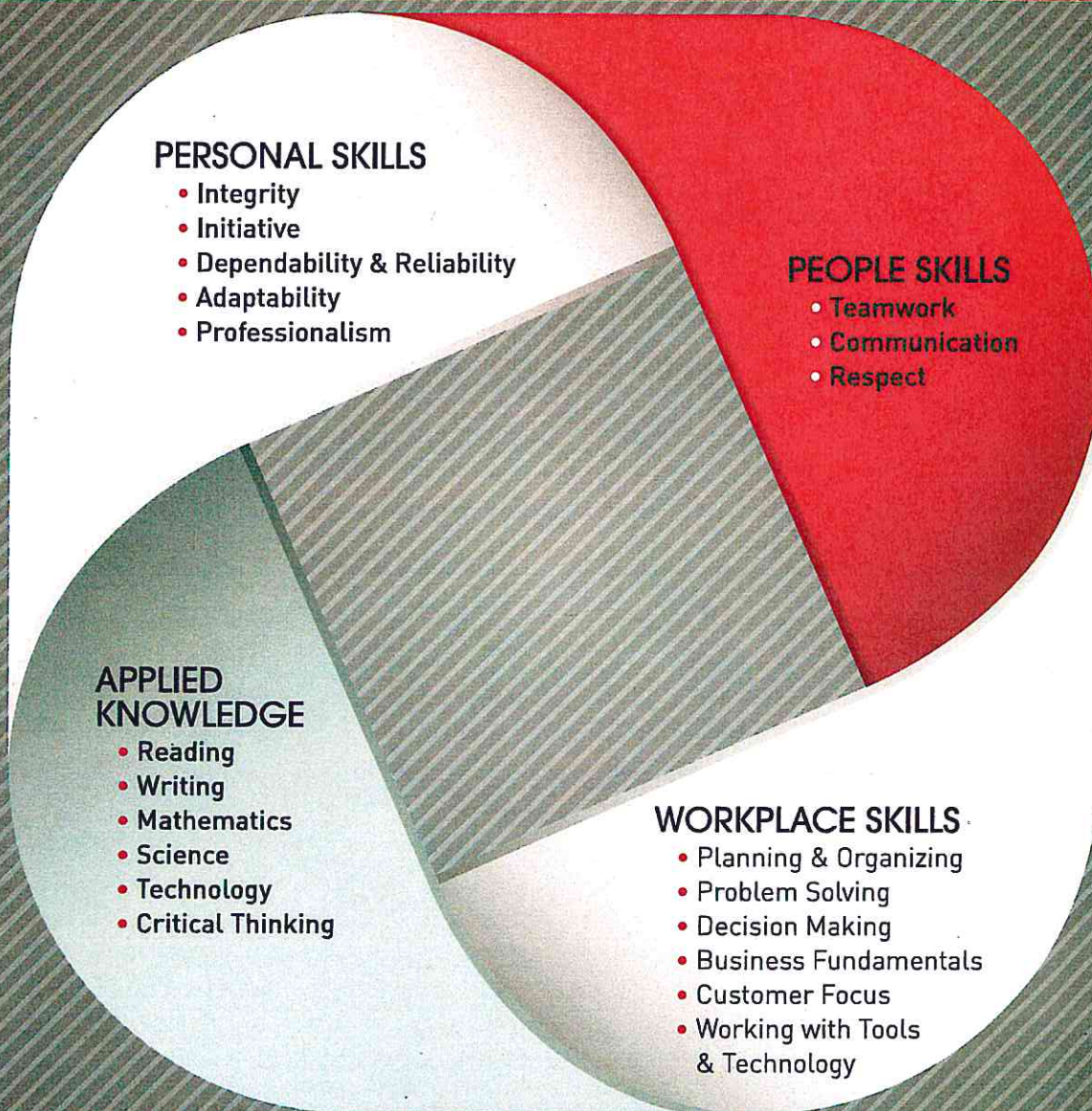
Product available in: English, Spanish, Simplified Chinese, and French

NEW! Guest Service Gold®: Golden Opportunities ©2015

- Recovery: Turn it Around! [DECISION MAKING]
- Personalization: Individualized Experience! [COMMUNICATION]
- Knowledge: Be in the Know! [PROBLEM SOLVING]
- Passion: Inspire Others! [PROFESSIONALISM]
- Commitment: Be All In! [TEAM WORK]
- Inclusion: Include Everyone! [INTEGRITY/ETHICS]
- Personality: Be Yourself! [RESPECT/SELF-ESTEEM]

Product available in: English.
Coming soon: Spanish and Simplified Chinese.

NATIONAL NETWORK OF BUSINESS AND
INDUSTRY ASSOCIATIONS



COMMON EMPLOYABILITY SKILLS

These employability skills are interconnected to allow employers to look at the full scope of what skills are necessary in all major economic sectors. Together, attainment of these business-defined skills prepares individuals for careers and for further education and training.

ABOUT THE NETWORK:

The National Network represents major business sectors and is funded through a collaborative partnership of Business Roundtable (BRT), ACT Foundation, the Bill and Melinda Gates Foundation, Joyce Foundation and Lumina Foundation. Members include leaders in the manufacturing, retail, healthcare, energy, construction, hospitality, transportation and information technology sectors. They represent the source of nearly 75 percent of projected U.S. job growth through 2020 (an estimated 30 million new jobs). More information on the National Network can be found at businessroundtable.org/closingtheskillsgap and actfdn.org.

AS OF JULY 22, 2014

NATIONAL NETWORK OF BUSINESS AND INDUSTRY ASSOCIATIONS