

CUSTOMER SERVICE AND HOSPITALITY ETIQUETTE

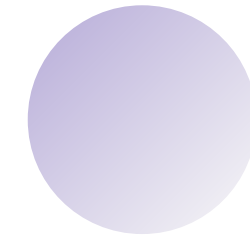


INSTITUTE FOR TOURISM PROFESSIONALS OF NIGERIA





Introduction to Customer Service



- **Definition and Importance of Customer Service**
- **Role of Customer Service in the Hospitality Industry**
- **Understanding Customer Expectations**





Professionalism and Hospitality Etiquette

- Appearance and Grooming Standards
- First Impressions and Body Language
- Professional Conduct in Different Hospitality Settings



• Communication Skills



- **Verbal and Non-Verbal Communication**
- **Active Listening and Empathy**
- **Handling Difficult Customers and Conflict Resolution**

Customer Relationship Management



- **Building Long-Term Customer Loyalty**
- **Personalizing Customer Interactions**
- **Managing Customer Feedback**

Service Excellence in Hospitality



- **Restaurant and Hotel Service Etiquette**
- **Telephone and Online Customer Service Best Practices**
- **Guest Handling and Concierge Services**

Cultural Sensitivity and Diversity Awareness



- **Understanding Cultural Differences in Hospitality**
- **Providing Inclusive Customer Service**
- **Adapting to Different Guest Needs**

Handling Customer Complaints and Service Recovery



- **Common Customer Complaints and How to Address Them**
- **The Service Recovery Process**
- **Turning Negative Experiences into Positive Ones**

Practical Applications and Role-Playing



- **Case Studies on Customer Service Excellence**
- **Simulated Customer Interactions and Problem-Solving**
- **Guest Experience Improvement Strategies**



Thank You for Your Attention

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