



Flawless Deliver Hospitality Certification

This two day experiential workshop brings hotel employees together as guests at a hotel, to be certified in Flawless Delivery ©. Participants learn essential communication, conflict resolution, empathy, and interpersonal skills needed to deliver Flawless customer service. This certification provides a standard for 21st century service that supports individual career development as well as the industry's growth as a whole. This certification is practical and implementable. Delivered in a fun and supportive learning environment, the program includes many tools for increasing resilience and retention in the rapidly growing and changing hospitality industry.

Benefits to Employees

- ◆ Professional development
- ◆ Gain confidence
- ◆ Learn new skills that will help in any job
- ◆ Develop empathy with guests and co-workers
- ◆ Hear from seasoned tourism and government leaders how important Flawless customer service is to the industry and the community
- ◆ Develop a network of peers
- ◆ Move from job to career
- ◆ Position for advancement

Benefits to Employers

- ◆ Employees develop customer service, problem-solving and internal communication skills one training
- ◆ Employees feel engaged and excited about their work
- ◆ Employees go above and beyond expectations
- ◆ Retain employees longer
- ◆ Build your workforce from within
- ◆ Increase Guest Satisfaction Survey scores
- ◆ Create satisfied customers who will return often
- ◆ Helps further a company culture conducive to outstanding service at every level.

Benefits to Community

- When visitors have exceptional hospitality service, they are likely to return and support more businesses in the area, bringing more economic development to local communities
- Improved industry ability to provide services, and therefore contribute to economic development in the region
- Expands hospitality choices in recovering and growing economies