



Flawless Delivery Hospitality Certification

This customer service program empowers service industry employees with the tools needed to attract, retain and grow tourism in the region. This program will elevate the hospitality industry in Alabama after the pandemic through exceptional service through training that allows all employees to be on an even playing field when working - regardless of experience, working history, or lifestyle differences. If visitors have exceptional hospitality service in our area, they are likely to return and support more businesses in the area bringing more economic development to the state.

What is it?

This two day experiential workshop brings hotel employees together as guests at a hotel, to be certified in Flawless Delivery ©. Participants learn essential communication, empathy, conflict resolution, 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. Practical and implementable in a fun and supportive learning environment, resilience, stress

Benefits to Employees

- ◆ Professional development
- ◆ Confidence
- ◆ Learn new skills that will help in any job
- ◆ Develop empathy with guests and co-workers
- ◆ Hear from 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

Benefits to Employers

- ◆ Employees develop not only customer service skills, but problem-solving and internal communication as well
- ◆ Employees feel engaged and excited about their work
- ◆ Employees go above and beyond expectations
- ◆ Retain employees longer
- ◆ Build your workforce from within
- ◆ Create satisfied customers who will return often
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Benefits to Community

- Better customer service = happier customers = returning customers
- Create economic development through increased visitor traffic
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