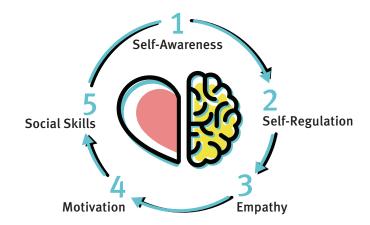




## After completing the training, participants will be able to:

- Adapt verbal and non-verbal communication to manage themselves in the new service experience.
- Effectively identify the different guest types by observation.
- Flex service style based on guest type.
- Apply the five elements of emotional intelligence when helping guests as well as for ongoing business planning.

### THE FIVE ELEMENTS REVIEW



— ICE-BREAKER ACTIVITY: REVIEW YOUR ACTION PLAN		

WHAT'S OUR NEW NORMAL!		
DO'S	DON'T'S	

MOTIVATION			
Think about a time when you felt the best at work and list some of the things that made you feel good.			
SOCIAL SKILLS & EMPATHY			
	<b>GUEST TYPES</b>		
INSTANT/DIRECT REQUEST/ REPLENISHMENT GUEST	BROWSING GUEST	ELITE/VIP GUEST	
ROLE-PLAY OBSERVATIONS		Video Notes	

# **ACTION PLANNING & NEXT STEPS**