

Introduction

AFTER THE INTRODUCTION, YOU WILL BE ABLE TO DO THE FOLLOWING:

- Discuss Remarkable Service and its importance
- Understand YOU are important to our guests
- Prepare yourself for your shift

What does Remarkable mean? _____

What is service? _____

REMARKABLE SERVICE DEFINED

Combining *Competency*, *Friendliness* and *Knowledge* into your guest interaction to create a **remarkable experience** that will encourage guests to return often and tell their friends.

IT STARTS WITH YOU

- You are the one who makes the guest experience Remarkable so bring Y.O.U. **Your Own Uniqueness**.
- Remarkable Service begins with YOU – The guests don't care about your shift manager, the owner or even other co-workers. Who they care about is **YOU!**
 - Are **you** being nice?
 - Did **you** remember their name or their favorite food and beverage?
 - Do **you** have a positive attitude?
 - What does **your** body language say to your guests?
- **Make Every Guest a Repeat Guest!**





Introduction



20 Minutes

Remarkable Service

EXPLAIN We're going to begin by looking at the pivotal question for this session, namely, "What is Remarkable Service?"



Activity: Examples of great service

ACTIVITY Let's begin with an activity that starts us thinking about what good service is. Think of the best service experience you've had. Think of the worst one. What made the first one good, and what made the second one bad?



8 Minutes



Flip Chart: The Service Elements

INSTRUCTOR NOTE Ask each participant to describe a great service experience. On the page of the flip chart labeled "Best and Worst Service," list the elements that made the experience good or bad in the appropriate column. Review the list when complete.



ASK: What does Remarkable mean?

Answer Worthy of notice or extraordinary.



ASK: What is service?

Answer Service is the way the customer is treated.

Remarkable Service Defined

ASK Looking at our definition of Remarkable Service in your workbook, what is the difference between Remarkable Service and basic service?

Answer Basic service meets your guests expectations while Remarkable Service creates a remarkable experience that encourages your guests to return more often and share their experience with friends.

IT STARTS WITH YOU

EXPLAIN Remarkable Service begins with you!

Go over the bullet points and make sure your participants understand that Remarkable Service begins with them and how **they** treat their guests.