

*Want to improve
your service and
guests' experience?*

*Reveal the secret of
success with*



GUESTBOOK
CONSULTING

SECRET



SERVICE EXCELLENCE



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Service consultancy,
specialising in helping
hospitality
establishments (hotels,
restaurants, bars &
others) to improve
their service delivery
and enhance guests'
experience

ABOUT ME

With over 10 years experience in international tourism working with world's leading tour operator, various hotels in different destinations and other hospitality professionals, I aim to help unlock your teams' full potential in delivering great service and create long lasting memories for the guests.

I thrive through a belief that service in hospitality industry is much more than only a good customer care - it is the essence of the business and a core differentiator for success. So my goal is to give you and your team the tools for dealing with today's service needs, challenges and prospects, and so win more guests for your business.

Raimonda Grigaitė-Kjeldsen • Founder

The feedback from Raimonda's trainings has always been tremendous and we see positive changes both in the performance of hotels and satisfaction of our guests.

Dennis Hochberger
HEAD OF TRAINING, THOMAS COOK
GROUP

We got some very useful tips and learned vital techniques. As a result we became more understanding and now share a common mindset.

Pavel Shaygarovski
SALES & MARKETING MANAGER,
MADARA PARK HOTEL

Service excellence seminar was a great experience! It helped up reflect on the way we have been doing things and gave new knowledge and useful insights on how to improve the quality and service in our accommodation - and so ensure the loyalty of our guests

Vasilis Georgilas
OWNER, VILLA ROUGA

WHAT I DO



Performance
evaluation



Improvement plans



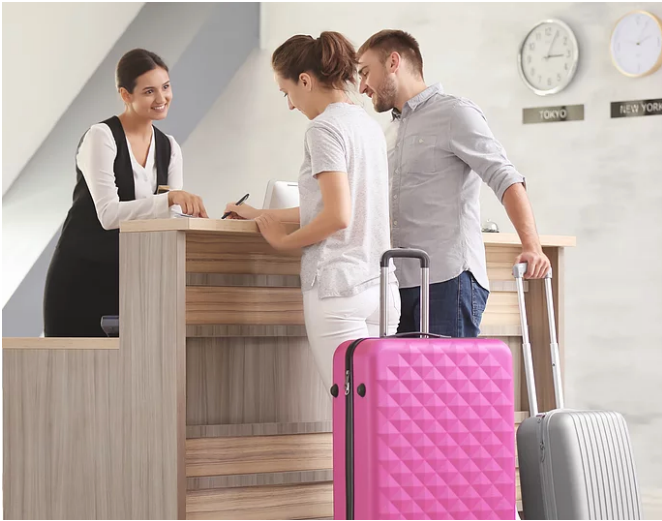
Support in
implementation &
follow up



Staff training



Seminars



MAIN FOCUS

WHAT DOES SERVICE EXCELLENCE MEAN IN GENERAL AND IN EACH DEPARTMENT?

WHAT IS THE PERSPECTIVE AND NEEDS OF OUR GUESTS? HOW CAN WE UNDERSTAND THEM BETTER?

HOW CAN WE EASILY SHOW SERVICE READINESS EVEN IN STRESSFUL SITUATIONS? HOW DO WE BEHAVE IN DIFFICULT MOMENTS? WHAT TO DO IN THE EVENT OF A COMPLAINT?

HOW DO WE COMMUNICATE EFFECTIVELY WITH DIFFERENT GUESTS AND WITH COLLEAGUES?

HOW CAN WE SELL MORE AND AT THE SAME TIME ENHANCE GUESTS EXPERIENCE?



TOPICS

SERVICE STANDARD & GUEST EXPERIENCE

GUEST EXPECTATION MANAGEMENT

ANTICIPATION OF GUESTS' NEEDS AND THE WOW EFFECT

ENHANCED UP-SELLING & CROSS-SELLING POSSIBILITIES

SERVICE COMMUNICATION MANNER

CULTURAL DIFFERENCES AND NEEDS

COMPLAINT HANDLING AND DEALING WITH DEMANDING GUESTS

TEAM-WORK AND ITS IMPORTANCE IN SERVICE DELIVERY

BENEFIT

PRACTICAL TIPS AND TOOLS TO USE IN DAILY OPERATIONS

OVERVIEW OF IDEAS, TRENDS AND BEST PRACTICE

BOOST IN MOTIVATION AND IMPROVED TEAM-WORK

SERVICE EXCELLENCE

TRAININGS

Tailor-made for your needs




YOUR STRUGGLES

- Low guests's satisfaction scores and/or high complaint numbers?
- Decreased booking figures?
- Negative online reviews and poor social media presence?
- Loss of motivation in the team and poor teamwork?
- Lack of ideas and inspiration for product and service design?
- Insufficient processes and poor communication within the team or with the guests?

HOW DOES MY SUPPORT LOOK LIKE?

- VISIT of your establishment for a discovery session to better understand your business, your people and your goals;
- SERVICE EXCELLENCE EVALUATION - assessment of your current performance;
- IMPROVEMENT PLAN - a comprehensive report with recommendations and plan of tailor - made solutions for enhancing your guest's experience;
- TRAINING for the staff to ensure the results are achieved;
- FOLLOW UP meetings or calls to help you implement necessary measures to ensure your service promise is achieved and guests expectations are met and exceeded.

CONTINUOUS SERVICE QUALITY SUPPORT



UNLOCK YOUR FULL POTENTIAL

SEMINARS

Tailor-made for the needs of your audience or destination

TARGET GROUP

OWNERS, MANAGERS AND OTHER HOSPITALITY PROFESSIONALS, WHO VALUE CONTINUOUS SELF-DEVELOPMENT AND WANT TO IMPROVE SERVICE AND VISITOR EXPERIENCE IN THEIR ESTABLISHMENT (HOTEL, RESTAURANT, BAR, CAFE, BAKERY, ETC.)

WHY SEMINARS?

- GREAT PLACE TO GAIN NEW KNOWLEDGE AND GET FAMILIAR WITH THE INDUSTRY TRENDS
- PERFECT MOTIVATION AND DEVELOPMENT INSTRUMENT FOR INDIVIDUALS IN YOUR TEAM
- IDEAL OCCASION TO NETWORK AND EXCHANGE WITH INDUSTRY COLLEAGUES
- MORE AFFORDABLE OPTION THAN INDIVIDUAL TRAININGS
- POSSIBILITY TO IMPROVE GENERAL SERVICE STANDARD OF DESTINATION

BENEFIT

- INSIGHTS OF GUESTS' EXPERIENCE MANAGEMENT AND ITS DESIGN
- PRACTICAL TIPS AND TOOLS TO USE IN DAILY OPERATIONS
- OVERVIEW OF IDEAS, WORLD TRENDS AND BEST PRACTICE

