

Renard Global Management – Training Program

Service Excellence is the by-word of every successful organization. Several hotels, stand-alone restaurants, airlines, cruise lines, and retail chains have achieved it through their constant endeavors of evaluations and training. Maximizing guest experience and exceeding guest expectations are their success stories.

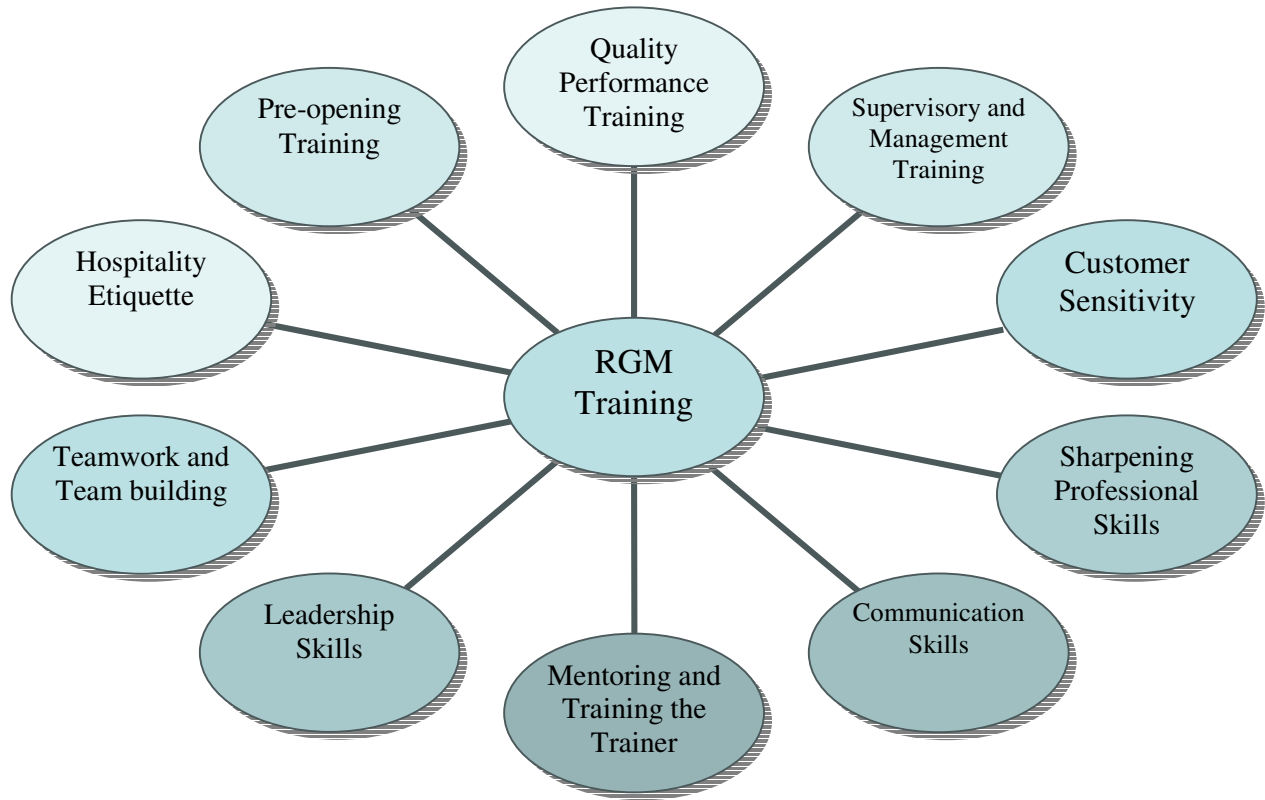
The transition to success is two fold. Evaluation of the prevalent level of service excellence helps indicate areas of possible improvement. These are then translated into focused, precise, and structured training initiatives. A repetition of the **Evaluation Process** ensures ownership to the responsibility of the development of each employee.

Time and expense has long been an issue consistently surfacing in the discussion of training. However, in the long run, it actually alleviates both time and expense. The better trained they are, the more skilled and efficient they become!

Training has a multitude of advantages other than achieving excellence alone. Increased knowledge and skill makes employees more productive and increases their self-esteem and confidence. It keeps them motivated and breaks the monotony of normal routine. It energizes and spurs them to further development... resulting in improved performance. Improved performance translates into improved delivery and service excellence.

For certain, training cannot be done for the sake of training. That is a luxury that no organization can really afford. Some problems are often perceived as training problems when they are not. It could probably be a lapse in procedure or systems. The **Renard Global Management's Evaluation Process** determines what the real training issues are. Until specific training needs are isolated, it will be service as usual and no value-added changes in performance can occur. The results generated from the evaluations provide data to our panel of trainers who devise specific, accurate, and structured training programs. Our training programs embed a guest service culture that ensures successful service delivery processes.

Below are highlights of a few of the training modules. It is a mere outline of the content of some of the modules. The training process is interactive and allows participants to relate the training with their day-to-day experiences. Role-plays, videos, and structured exercises form an integral part of the learning process.



Facets of The Renard Global Management Training Program