

# HOSPITALITY & CUSTOMER SERVICE TRAINING

ENROL NOW

[www.front-line.co.nz](http://www.front-line.co.nz)

0800 287 754





# Hospitality & Customer Service

1 DAY COURSE

A 1 day course designed for individuals interested in entering the hospitality industry or those with the ambition to up-skill for career progression. As the day progresses, you will develop a sound understanding of the industry in general, whilst gaining knowledge of the legislation specific to successfully delivering excellent customer service. Covering the Liquor Licencing Act along with wider aspects of host responsibility and customer care, this course is great preparation for those striving for a Bar Manager's Licence. A motivating and engaging programme, facilitated using highly interactive material, exercises and discussion, preparing participants to confidently deliver a high quality customer experience in their industry roles.



## Entry Requirements

- Suitable for those:
- Without a Bar Manager's Licence
  - New to the hospitality industry
  - Wanting to up-skill for job opportunities
  - Looking to refresh knowledge and skills before returning to the work force



## Course Content

- Knowledge of the Liquor Licencing Act
- Customer Service skills including dealing with challenging customers
- Host Responsibilities
- Communication skills
- Body language
- Confidence building
- Building resilience



## Investment

- \$180 incl GST
- 9am – 3pm at Front-Line Training
- A digital certificate upon completion
- Tea and coffee provided

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or for more information



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training consultancy