

SERVICE EXCELLENCE FOR CHINESE VISITORS



SESSION DETAILS

- Half day session - 3.5 hrs
- Between 10-25 participants
- Take away Participant Guide

WHO SHOULD ATTEND

- Frontline employees
- Supervisors
- Managers

BENEFITS TO BUSINESS

- Helps create a consistent service standard within your organization
- Provide employees with tips and tools to build customer loyalty within this emerging market

PROGRAM AT A GLANCE

This enlightening and interactive session equips participants with the knowledge, tools and skills they need to serve and build long-lasting customer loyalty with Chinese visitors. Participants will learn about the language, culture and protocol within the culture and gain the confidence and knowledge necessary to provide them with service excellence.

Introduction to Diversity

Explore what the term 'diversity' means and review the different types of diversity

Canada - A Culturally Diverse Nation

Learn about the growing and diverse markets in Canada

Understanding Cultural Differences

Understand the benefits and challenges to serving a culturally diverse visitor

Getting to Know the Chinese Market

Introduction to the Chinese language and culture

Customer Service Strategies to Best Serve the Chinese Visitor Market

Develop service excellence strategies for serving the Chinese visitor market

Providing Service Excellence to Chinese Visitors

Practise how to provide Service Excellence to the Chinese visitor market using the R.E.S.P.E.C.T model

Resources & Tips