



Developing our Natural Service



Welcome



Developing Natural Service Outline

Our natural service

Our mission

Our vision

Examples

Policies we have

Why you're here

What is natural service?

Serve from the heart

Serve from the brain

Serve from the muscles

Who we are

Self-assessment of our perceptions of people

How do we want to be served?

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Our guests

Who are our guests,
why do they come
here?

What guests need
from us

Managing their
expectations &
perceptions

Dealing with 'difficult'
guests

Modes of service

Normal Service:
delivering what we
promised.

Recovery Service:
solving the problems
when they arise.

Wow Service: going
the extra mile any
time.

Developing your natural service

Attributes of a service
natural

Get the details right

Innovate & enjoy it

The rewards

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Practice natural service

Listening to guests

Delivering normal service

Delivering recovery service

Delivering wow service

Measuring our service

An Introduction

Measure service of others

Reflecting on a service instance

Ongoing training



Our Natural Service

- ▶ Our mission
- ▶ Our vision
- ▶ Examples
- ▶ Policies we have
- ▶ Why you're here

What is Natural Service?

- ▶ Serve from the heart
- ▶ Serve from the brain
- ▶ Serve from the muscles



Who we are

- ▶ Self Assessment of our perceptions
- ▶ How do we want to be served?

Get to know our guests

- ▶ Who are our guests?
- ▶ Why do they come here?
- ▶ What our guests want from us
- ▶ What our guests need from us
- ▶ Dealing with “difficult” guests



The modes of service

- ▶ Normal service
- ▶ Recovery service
- ▶ Wow service





Developing your natural service

- ▶ Attributes of a service natural
- ▶ Getting the details right
- ▶ Innovate and enjoy it
- ▶ The rewards

Natural Service in practice

- ▶ Listening to guests
- ▶ Delivering normal service
- ▶ Delivering recovery service
- ▶ Delivering wow service



Measuring our service

- ▶ Introduction
- ▶ Measure my service
- ▶ Measure service on another
- ▶ Make a plan for better service





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True story



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