

How Your Guest Service Can Meet the Moment

Tuesday, November 10th 12:30 pm – 1:30 pm EDT

Moderator:

Deana Scott, Raving CEO

Presenters:

Steve Browne, Senior Raving Partner, Player Development and Guest Service

Paula Allen, Enrolled Tribal Citizen of Jamestown S'Klallam Tribe, Raving Partner – Leadership and Tribal Member Development and Learning Point Group Partner, and Director of Leadership Development and Guest Services, 7 Cedars

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Guest Service in the Time of Covid: Significant Touchpoints

- **Team Member Training – Now more than ever!**
- **Basic Service Standards – Still the foundation for a solid structure.**
- **High Touch Leadership – Getting back to the trenches with the troops.**
- **Reward & Recognition – Focus on the recognition. (“Thank you for your service.”)**
- **Conflict Management – “Passing it on” protocols and the (wo)men in blue!**
- **It’s All About the Team – Get your locker-room buzz on and “Win One for the Gipper!”**

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Case Study: 7 Cedars, Sequim, Washington

- Requires execution of consistent “measurable” standards
- Requires a solid leadership training foundation

Strategic Roadmap

Learning & Leading Together



Stay connected with Raving!

To get a copy of the **coaching interaction worksheet** mentioned in this session, email amy@betravingknows.com.

Add any last questions to the Q&A chat box and we will get back to you via email ... *promise!* Want more? Check out our related links under the handouts tab.

You can schedule a time to talk to Paula or Steve by emailing amy@betravingknows.com.