

Dolder Know-how

Understanding customers

Which employees retain control of any given situation? The ones who know what to look for and have the intuition to act sincerely. And both can be learnt.

Content

Analysing customer types and their needs
Customer loyalty
Different cultures and customs
Titles and various forms of address
How to behave towards VIPs
Guest feedback and complaint management

Target public

For people in the service industries who wish to understand and inspire their customers, and remain in control of any situation, no matter how difficult.

Instructor

Julia Hofstätter, Training Manager, and her team

Price

CHF 390.00 per person
Including water, coffee breaks and lunch

Time

From 9.00 am to 3.00 pm
Lunch from 12.00 to 1.00 pm in the Garden Restaurant