

## Dolder know-how

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You can rely on our expertise, firmly based on experience and professional methods. The Dolder Training sessions have proved their worth.

### **Luxury-class hosts**

The keys to our success are our dedication, our enthusiasm and our passion for providing exceptional service at all times

### **Content**

Client types and needs analysis  
Service standards (adapted to your company)  
Style and image  
Communication  
Handling complaints  
International clients  
Hotel management

### **Target audience**

Employees from the service sector who want to understand their clients and please them by confident performance, even in difficult situations

### **Trainers**

Julia Hofstätter, Training Manager, and her team

### **Price**

6 persons CHF 510.00 per person  
7 to 12 persons CHF 450.00 per person  
13 to 20 persons CHF 390.00 per person  
Includes course materials, coffee breaks and lunch  
Optional follow-ons:  
Drinks reception: CHF 52.00 per person  
Sumptuous drinks reception: CHF 68.00 per person

### **Time**

9.00 am to approx. 5.00 pm  
Lunch from 12.00 pm to 1.00 pm in the Garden Restaurant

Available for reservation for six participants or more