

PREPARING FOR TRAINING- READINESS CHECKLIST

- Do we have a clear sense of the service issues we want to improve on, or offerings we want to introduce?
- Is senior management on board and committed to supporting the training process?
- Have we identified team members who can benefit from the training to maximize this investment?
- Are we open to collaborating with experts, even if it requires operational realignment?
- Is this the right time to strengthen our team - in terms of current staffing, transitions or upcoming events?
- Do we want to build a team that's empowered to curate memorable experiences?



MASTERING
EXCELLENT
SERVICE