

HOLLY STIEL PROGRAM DESCRIPTIONS

Spirit in Service

Learn to feel like a world class concierge.

In this stimulating seminar, Holly reveals the secret of her signature Neon Signs of Service; the spirit behind the skills. Participants will not only learn to think like a concierge, but how to take care of themselves as a service provider in order to provide sensational service.

Curriculum includes:

*Psychic Salary*TM - (The other paycheck) Everyone will answer the key question, "What benefit does serving hold for you personally?" Learn how serving others serves you and the importance of knowing that "Who You Are Makes a Difference."

The "ME" Sign – Learn to accept what IS, and recognize people's real agendas. Learn the four human needs behind the business needs.

Staying in Touch with the Challenge – It's easy to be nice when all is going well, but the real challenge in service is in learning how to deal with that small percentage of customers that trigger negative emotions and cause us to act out in anger, frustration and annoyance.

Being Right is the Booby Prize – Learn the traps of being right, and how this subtle interaction causes everyone to lose. Power of Choice and the Elements Within It – Notice, Name, Choose. In order for any change to occur, awareness is the first step.

Keep Dancing – Using dance as a metaphor, attendees are taken on a journey through their rhythm at work. What breaks it? How do you get it back? Human needs and business needs – In a fun and interactive way, attendees discover the human needs behind the specific business needs they are asked to perform. Finesse versus function – Through costumed role plays that are both fun and memorable, attendees experience the subtle yet powerful difference approaching service as an art form offers.

*Wings of No*TM - There are times where "Yes" is not an option. In those cases, it is important to be skilled in the gentle art of making "No" fly. Attendees learn how to do that by applying the "Wings of NO."

The Art of the Apology – Knowing when and how to apologize. The way to get an "A" in customer service – Agree, Apologize, take Action and Appreciate – is an art form.

Bring Your Sense of Humor to Work – There is incredible humor available to people who work in the service industry. Learn to look for it, cultivate it. Start your own humor journal.

Discover your spirit and your service will soar.