

A PRESENTATION BY
THE DIVISION OF



HTD

HOSPITALITY
TRAINING
DEVELOPMENT

FOR

**SOCIAL-SCIENCE TRAINING
COURSES 2013**

**CUSTOMER CARE SKILL COURSE
STRESS MANAGEMENT SKILL COURSE**

MANAGEMENT
TRAINING
DEVELOPMENT
CONSULTATION

2013



HOSPITALITY MANAGEMENT TRAINING DEVELOPMENT & CONSULTANCY
A LEADING PROVIDER OF HOSPITALITY TRAINING AND DEVELOPMENT COMPANY



TRAINING & DEVELOPMENT TITLE	CUSTOMER CARE SERVICE SKILL COURSE
<p style="text-align: right;">PROGRAMME OVERVIEW</p> <p><i>The customer is important because without the customer most businesses would not exist.</i></p> <p><i>Potential customers often have many choices for places and services in/on which to spend their hard-earned money, and they will reward a good experience by both returning as well as, hopefully, telling their friends and associates about it, thus bringing the business more customers.</i></p> <p><i>Unless a company values its customers and treats them accordingly, those customers will leave and go elsewhere.</i></p> <p><i>The exceptions here are companies which have a monopoly or other compelling reason for people to use them, such as a key location or pricing no one else can match. In this case, unfortunately (as evidenced by countless examples) such companies can treat their customers with disregard and still be rewarded with repeat business.</i></p>	
TRAINING & DEVELOPMENT TITLE	STRESS MANAGEMENT SKILL COURSE
<p style="text-align: right;">PROGRAMME OVERVIEW</p> <p><i>Skills in managing stress are important but much more important are the awareness to know when you are stressed and to be able to recognize how you are creating it in your life. Without awareness, stress management is just like putting band aids on a wound. It doesn't prevent the wound. Only awareness can do that. So a better question is "how do I cultivate the awareness to know when I am stressed and the awareness to know what I need to do to stop creating stress?" This program will help you answer these questions.</i></p>	