



Bob Lancer's 21st Century Restaurant Customer-Attraction Customer Service Sales Training

10 Steps to a happier, higher performing staff that creates more attractive “guest experiences” for higher performing patrons.

1... Romancing The Stone: Develops skills for responding to the “cold, hard” guest in ways that warm hearts, generate smiles, inspire referrals and grow tips.

2... Feeding Your Inner Spark: How to stay motivated, passionate and self-assured.

3... Developing awareness: for improved guest-relations: Develops skills of reading the guest, guiding the interaction, and not missing a beat in turning the guest into a raving fan of the restaurant.

4... Team Building Wisdom: Reveals how practicing these sales skills with fellow staff members builds a happier, more productive team that supports each individual team member with more positive energy.

5... Master Your Reactions For More Aligned Responses: How and why to take NOTHING personally and avoid giving a guest the power to make you have a bad day.

6... Guest Performance Enhancement Training: How to transform your guests into happier, higher performing guests.

7... How To Be In Charge... With Love: Ways to avoid burnout and stay on top of everything going on.

8... How To Direct Your Power Of Attraction: How to attract better guests to your tables.

9... Skills for Upselling Without Upsetting: How to *up* guest satisfaction and loyalty.

10... It's Not About The Golden Rule: Why you need to throw out the “Golden Rule”, and what to do instead: treat people as *they* want to be treated, not as you want to be treated.

For more information, and to discuss how this training aligns with your needs and goals, call 404-297-4043 to speak with Bob Lancer, or email bob@boblancer.com