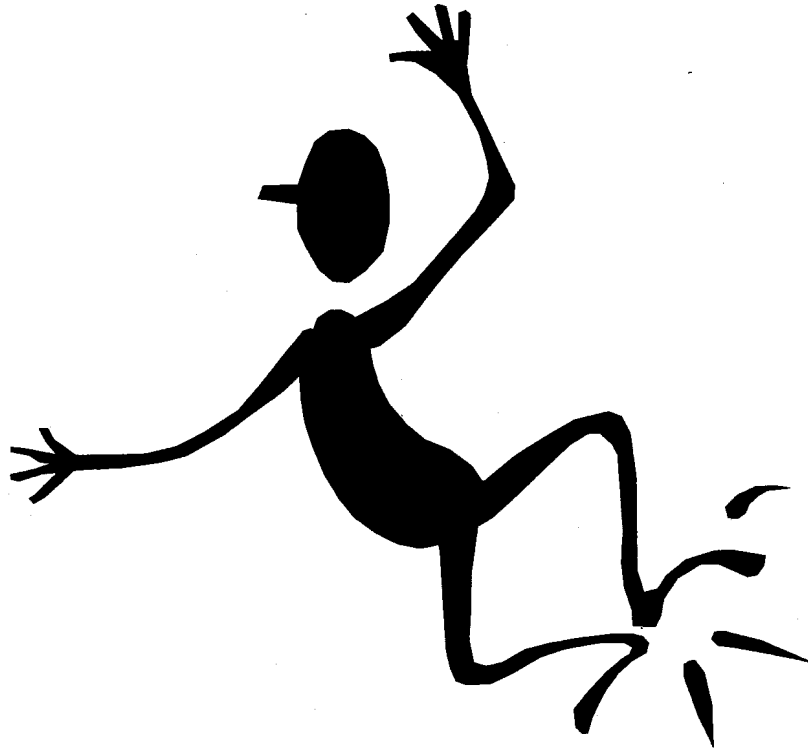
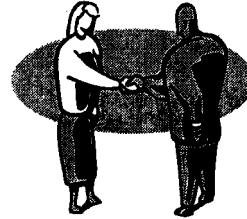


# Keeping Everyone Happy: Employee and Customer Relations



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# AWEsome Guest Service from the Guest's Point of View.....



## What Guests Want:

Remember: The guest's perception is their reality!

1. Warm Friendly Greeting
2. Feeling Valued
3. Someone who will Listen
4. Handle Problems Effectively and Graciously
5. Respect my Time
6. Trust

Why does it matter? Customers for Life



# Hiring and Training Customer Service Winners!

1. What does a Winner look like?
2. How do we find Winners?
3. How do we attract Winners?
4. How can we be certain we are hiring Winners?
5. How do we motivate Winners to work their magic with our Customers?

# An Attitude Survey.....

To check your guest service attitude, complete this survey. Answer each statement honestly.

(Circle one)

1. T or F      Guests expect too much from us!
2. T or F      The guests should try to understand some of our problems especially when we are shorthanded.
3. T or F      It's not reasonable for a guest to expect a fast response on every request.
4. T or F      Sometimes guests are just too demanding.
5. T or F      Callers should not mind being put on hold for a minute or so.
6. T or F      If our guests knew how many calls we handle every day, they'd appreciate us more.
7. T or F      Guests should show greater patience
8. T or F      Our guests should understand why we can't always fix the problem immediately.
9. T or F      Guests are too quick to take problems to my supervisor.
- 10 T or F      Some guests need to be put in their place!

Give yourself 1 point for each False answer and 2 points for each True Answer

**YOUR SCORE:** \_\_\_\_\_

## **Introducing Roz Parry.....**

Roz Parry Seminars, a division of Roz Parry Public Relations (RPPR), specializes in customized, on-site training programs in teambuilding; leadership; communication/presentation skills; sales; customer service; marketing; stress management and news media relations.

Roz is a former major market television news anchorwoman with over 20 years of experience as a national consultant and trainer. She is a graduate of the University of Illinois in Journalism and Communications.

As the public relations consultant for two Nevada governors, Roz worked with local and national news media. She was named Nevada's Outstanding Young Woman, nominated by Governor Mike O'Callaghan, and served as a member of the Governor's Job Training Council and the Governor's Council for Vocational Education.

As the Regional Director of Sales and Marketing for an international computer information system, Roz brought her region to number one in the country generating over 70% of her company's sales revenues its first year of operation.

Roz has trained executives with many of the Fortune 500 companies as well as area businesses including: PR Newswire; the Estee Lauder Company; the May Company Department Stores; L'Oreal; the Dayton, Hudson Fields Corporation; Clinique; McDonalds; the Rochester Midland Corporation; Ralston Foods; Wells Fargo Bank; Atlantis Casino Resort; Harrah's Hotel Casinos; Harveys Resort and Casino; the Red Lion Hotel/Casinos; Pacific Bell; Nevada Bell; Western Nevada Supply; the Medical Group of Northern Nevada; the Northern Nevada Medical Center; the Reno Heart Physicians; the Clarkson Company and Bender Warehouse Company.....to name just a few!

Roz's presentations are always ranked at the top of the charts by her participants. As one of her clients put it: *"If you have never met Roz Parry, you're in for a treat. Roz's enthusiasm is absolutely contagious!"*