

TJ Schier Program Description

Moving Service from 'Extra Ordinary' to 'Extraordinary'

Guests today want 'serve-us', not 'service'. The payoff? Highly satisfied guests who become an unstoppable marketing force. You will leave with numerous strategies to drive sales and guest loyalty by:

- Creating hospitality at every guest 'sizzle' point
- Hidden systems to ensure consistency across the brand
- The success formula
- Situational Selling Skills
- Motivating the team to deliver every shift, every guest.
- Your members will be leaving saying, 'Now That's Service!'