

Problem

Hotel / Hospitality Service

The management of the *Denver Marriott Tech Center* wanted to develop standards in the professional presentation of its staff members.

The management recognized that making good first impressions and having key social skills would (1) significantly enhance customer relations, and (2) improve how staff members internally worked with one another.



“The training has been world class. I am particularly impressed with the pre-audit process. It pinpointed key issues and helped bridge areas of miscommunication we were having.

The first impressions, levels of confidence and general etiquette have greatly improved in our organization. The edge you have helped us develop with our sales team is invaluable.

It helped raise the level of professionalism in our department across the board. We look forward to seeing you again soon.”

*Will Loughran Director of Market Strategy
Denver Marriott Tech Center*

Solution

ESP™ performed an internal assessment with designated staff members to determine what areas needed attention for developing the training. Based on the assessment, a program was customized to resolve problems and focus on improving the staff’s individual and overall image.

ESP™ conducted two sessions over a one year period, covering: *first impressions, dress etiquette for business functions, the communication advantage: verbal and written, dining etiquette and business courtesy: professional conduct, team building and professional faux pas.*

Result

Staff members that participated in the program developed a greater sense of self-confidence and awareness in working with peers and making positive impressions on the guests and clients of the hotel. Communication problems that were discovered in the assessment were resolved. The hotel management continues to use *ESP™* to raise the level of professionalism - externally and internally.

ESP™
Executive Social Presentation
The Business of Courtesy

1776 S. Jackson St. Suite 1120
Denver, CO 80210
303.757.5333
www.iesp.org