

COURSE CONTENT OVERVIEW

Managing Customer Conflict in Hospitality



People are at the heart of the hospitality industry, and the staff working are the centre of every customer's experience. However, due to a number of reasons, conflicts can occur between staff and customers. Some conflicts are easy to solve, however in some instances staff can find themselves in confrontational situations that place them at risk of verbal abuse, threats, or even physical violence.

It's therefore crucial for employees to understand not only the reasons that conflicts can occur, but how to successfully handle potentially difficult situations and understand their rights and responsibilities, and to be safe at work. Learning ways to effectively handle these conflicts can also increase customer satisfaction and protect a business' reputation.

Module One: Managing Customer Conflict in Hospitality

This short course is designed to help those working in the hospitality industry understand how a conflict with a customer can arise, and have the confidence to successfully deal with any type of conflict that comes their way. This course will cover:

- Delivering effective communication
- Customer complaints
- COVID restrictions
- Handling customer complaints
- Alcohol safety
- Employee rights

Aims of the training

By the end of this course, you will understand:

- How to recognise the common points of conflict between staff and customers, and understand the importance of effective communication in resolving them.
- How to handle and deal effectively with customer complaints.
- How alcohol can impact on conflict with customers and how to limit this whilst adhering to the laws regarding alcohol consumption.
- Your rights as an employee with regards to being safe at work.