

## Hospitality Teaser: Achieve Perfect 10 Scores This Month in Your Staff Knowledge Ratings!

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Staff Knowledge. It's a common question on guest opinion surveys. One of the easiest to score a perfect ten. The simplicity of a guest asking an associate a question and receiving a correct answer. The next words out of the associate's mouth determine your staff knowledge score.

An "I don't know." is heard by the guest as a "no." This 'knee-jerk' response is the death of this rating. This response is as if the guest expects the associate to know everything when in reality the guest is simply looking for the associate to facilitate obtaining the answer or information requested.

This month's Hospitality Teaser includes:

The secret to perfect ten Staff Knowledge Ratings and two key factors that will assist you in this endeavor.

Practical tips for managers and supervisors in coaching their team members!

**NOT AT MY HOTEL! NOT MY GUEST'S EXPERIENCE!** Real life examples to help your team members appreciate the critical role they play in customer satisfaction and loyalty ratings.

**YES AT MY HOTEL! YES, MY GUEST'S EXPERIENCE!** Valuable assistance in preventing poor experiences at your property by addressing their root cause. This results in increased repeat and loyal business.

**YOU CAN HAVE THE ADVANTAGE OVER YOUR COMPETITION!** Take advantage of the invaluable tools offered by Stark Service Solutions that facilitate bringing hospitality alive at your property!

This month's hospitality ALIVE challenge is to enhance your Staff's Knowledge! Don't miss out on interactive activities to meet this month's challenge or you'll miss out on the opportunity of perfect 10 Staff Knowledge scores! Subscribers enjoy our fun and interactive activities including, Hospitality Bingo Cards that engage your associates in personifying professional hospitality with every guest!

Hotels using the Stark Service Solutions monthly Hospitality Teaser(TM) articles experience immediate benefits in associate satisfaction, guest satisfaction and their loyal customer base! Educating and training your staff on a consistent basis is the key to success in the Hospitality Industry. Now you have the perfect tools to perfect core elements of guest satisfaction. Each month this terrific program challenges and displays the essentials that promote professional development for hoteliers, facilitating hotel-wide consistency and advancement. We invite you to subscribe today!

The Hospitality Teaser subscription is just one of many valuable tools available at the Motivational Marketplace. For example, also available are the GO Wow Handbooks for associates. A great tool every Human Resources and Training Departments will appreciate. 'I love the GO WOW! Handbooks....It helps our employees to see the absolute importance to working to improve our performance in these areas. Thanks Stark Solutions for your excellent products and one-on-one service!' - Sheila Hanley, Training Manager Dry Creek Rancheria, Band of Pomo Indians.

We look forward to doing business with you and your team. At Stark Service Solutions we specializes in creating a cultural where everyone wants to and can reach their full potential. We are pleased to offer you our personal assistance. Please feel free to contact us any time. We can be reached toll free at: 1.866.281.5062, locally at 480.614.1009 by email [info@starkservicesolutions.com](mailto:info@starkservicesolutions.com) and by visiting our websites: [www.StarkServiceSolutions.com](http://www.StarkServiceSolutions.com) & [www.starkmm.com](http://www.starkmm.com).

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