



## FL Price Online Guest Experience Training Modules

Guest experience is the interaction between a business entity and their guest. It's a blend of the entity's communication (culture), physical space, the senses it stimulates (setting), the emotions it evokes; (engagement) the relationships built, all of which are then measured against the Guest expectations (personalized) across the memorable moments of contact.

- **Culture that communicates meaning and purpose**
  - **Setting (environment / ambiance)**
  - **Guest experience communication tools**
    - **Hiring personality best practice**
- **Implementing / training – new hire, training to habit (repetition and ongoing training)**
  - **Feedback and improvement**

### FL Price Guest Experience Training Subscription Includes unlimited access to the following

Owner / Management and Admin Development

Culture Development (purpose & meaning) templates & worksheets

- Your why statement, values / beliefs
- Elevator pitch
- Setting & Ambiance audit & analysis
- How to create a 5 min owner intro video

Performance Agreement

- Concept
- How to create (includes starting template)

Guest Experience journey path

- How to create (includes starting template)
- How to use in training, as a management tool and for continual improvement.

Hiring Personality system

- Recruiting Personality / hiring /audition
- Leadership / keeping / motivating
- Training – new hire and ongoing
- The Jedi concepts
- Orientation template

Onboarding experience training video – three-hour guest experience training for onboarding

Ongoing Experience Training Modules

(8) 20-minute human engagement / interaction training for front line guest experience training

1. General guest experience
2. Emotional interaction
3. Reception, food concession
4. Ride Attendant interaction, Part I & Part II
5. Parties / groups
6. Server / bartender

Games, Activities & Contests to Teach and Reinforce Guest Experience

- Training games – Don't Give A Hoot, OGNIB, Recovery Cards, Scenarios
- Reinforcement programs
- imovie activity, Meme game, Tik Tok game
- Story game



### FL Price Guest Experience Training Subscription

#### Single location subscription

\$150 per month (open ended agreement, cancel anytime with 30 day notice - 6 months min)