

# Training

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Elevate your property through our many offerings, including brand standards and training, customer service training and elevating your reservation sales team to be true sales people over the telephone.

- Brand Standards & Training
- Customer Service Training
- Telephone & Voice Training

# Brand Standards & Training

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Let us help you strengthen your culture by inspiring your team members to deliver their best every day! Training that goes beyond the traditional approach helps to set your hotel apart from the competition.

- Customer Service Training
- Brand Standards Training
- Sales Training
- Systems Training
- Telephone & Voice Training



# Customer Service Training

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It is crucial that your team not only knows how to deliver your brand promise and brand standards but can also provide them uniquely at every single touchpoint throughout the guest journey.

We work with you to create an experience for your team that is not only unforgettable but will change the way your team interacts with your guests every day.





# Telephone & Voice Training

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Let us help you increase your revenue by increasing your reservation conversion and ADR growth within 45 - 60 days of our training program.

We offer a highly interactive, motivational training program teaching your reservation team how to be sales people over the telephone. Training not only improves your bottom line, it will also improve employee productivity, motivation and retention.



# Ready to learn more?

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Contact us to learn how PHG Consulting can help you meet your revenue goals.

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