

Teams discuss key customer service scenarios managing a hotel to reach a consensus on decisions maximising company profits

Experience the impact customer service has on profit, whilst improving consensus seeking and decision making considering ten scenarios managing a hotel.

Timing

45 minutes to 2 hours + debrief

Numbers

3 to 42: Up to 6 teams with 3 to 6 participants + optional observer per team

Who Will Benefit

Staff at any level + students at senior high school level & above

Computer

One computer with Excel. You can print results for participants or save as pdf to email

Licence Free

No restrictions on the number of times you can use this game

Costs

£495 + delivery (or available electronically) and VAT (if applicable), or [contact us to facilitate & debrief for you](#)

Purpose

In today's competitive markets, customer service is key. The higher quality customer service you provide, the higher level of customer satisfaction you'll enjoy, translating into repeat business and higher revenue. Our Customer Service Decisions game is an innovative way to **gain employee commitment to customer service**, by getting people thinking, discussing and **making decisions**.



How It Works

One to six teams take part, with each team representing the new management team of the Elite Hotel. They discuss and decide on a number of scenarios about the hotel's customer service:

- Ideally, they need to **increase the top line (sales), control their expenditure and improve their customer service rating**, leading to increased profit.
- For each scenario, teams have five to ten minutes to reach a consensus on which of the possible options to choose.
- Whilst customer service is important, offering lower fees to potential customers and reducing bills of complaining customers eats away at profit. **The teams' dilemma is how much of their profit to use keeping their customers happy.**

- The facilitator inputs the teams' decisions into the computer program and prints out (or emails a pdf of) their decision results, including how it has affected their customer rating and profit, before progressing to the next customer service scenario.
- If more than one team is taking part, the winning team is the one with the largest profit and the best hotel review rating.

This business game offers the facilitator ample opportunity to observe teams in action. Lively discussions often continue well after the session ends!

Benefits for Your Organisation

- Appreciate customers' wants and expectations
- Experience the impact customer services has on profit (or loss)
- Improved consensus seeking and decision making
- Experience time management, leadership and management skills
- Easy to use - just follow the included trainer's guide or let Elite's experienced trainers facilitate and debrief the business game for you
- Lively and fun structured learning activity, focusing on real, relevant workplace scenarios.

Supplied with the Game

- Trainer's Guide - full instructions on how to run the game and how to achieve the best results, including debriefing guidance and customer service guidance
- Game Introduction - in a PowerPoint presentation
- Team Folders - information for each team on what is required for the game, including consensus seeking notes
- Scenario Sheets - the facilitator can choose from 10 scenarios for participants to discuss
- Decision Sheets - to record decisions on each scenario, before the facilitator inputs these into the computer
- Spreadsheet - to input the teams' decisions and print out their decision results, including how it has affected their profit and customer rating.



Comments from Customer Service Decisions Training Game

"As a facilitator I found this game easy to run and the participants enjoyed being fully involved in developing their customer service skills. They learnt by doing rather than listening and have many points to improve customer service at work. Another excellent Elite Training game."

"We used this game as part of our company conference. It worked well and brought home many key points about customer service. It also improved our consensus seeking and decision making. Now our staff want more of these games at our conferences!"

"I bought this game because I wanted our students to appreciate customers' wants and expectations. Also for them to experience the impact customer services has on profit (or loss). The game certainly did that and more! We are now using more of your games on more of our courses."

About Us

- For **over 20 years** we've been delivering excellent management training and personal development skills to businesses and public sector organisations across the UK
- Our trainers enhance the learning experience with our **high energy, results driven approach**
- Experiential learning with business games and training materials help participants acquire essential knowledge and skills through **active, self-reflective engagement** and enable them to remember the key learning points

Why Choose Elite Training

- **Training Courses:** Skilled and experienced trainers that develop and understand your needs and deliver **enjoyable, tailored and cost-effective in-house training**
- **Business Games:** Fun and realistic, sold worldwide to use over and over again for quality development
- **Team Building:** Injecting training expertise, real-life examples and fun to draw out key learnings
- **Coaching:** Results driven executive and business coaching, creating environments where people develop and thrive, improving performance
- **Development Programmes:** Tailored and bespoke programmes, developing and inspiring leaders, supporting strategic objectives and business change

To buy this game, licence free, click Add to Cart
on the [Customer Service Decisions business game webpage](#)

**To understand how Elite's business games will meet your objectives,
or for Elite Training to run your business game,
and/or tailor a team building activities to meet your needs contact**

Liz Garrard, Elite's Head of Business Games, on:

liz@elitetraining.co.uk | +44 (0) 20 3290 1473

Office: 3 Parkers Place, Martlesham Heath, Ipswich, IP5 3UX

Follow us on Social Media:

 elitetraining.co.uk  [@elitetrainingeu](https://twitter.com/elitetrainingeu)

 [/elitetrainingeu](https://www.facebook.com/elitetrainingeu)  [/elitetrainingeu](https://www.linkedin.com/company/elitetrainingeu)

Customers who viewed this business game, also bought:

- [Customer Service Challenge Business Game](#)
- [Pipeline Business Game](#)
- [Running Your Business for a Profit Business Game](#)
- [We Can Do Company Business Game](#)
- [Team Building](#)
- [Customer Service Training Course](#)
- [Supervisory Skills Training Course](#)
- [Executive and Business Coaching](#)