

Customer Experience and Service Excellence

by Linda Coltart

The quality is in the detail



Monday
26 November
8.30 am – 11.30 am
Lyndoch Hill

Who is Linda

Linda is a **Franschhoek Wine Region Ambassador** and Consultant. Franschhoek Region is a world leading tourism destination in South Africa and a global leader in culinary tourism.

Linda is offering expertise and guidance in setting up new restaurants and small hotels including procurement, recruitment and on the job training and skills development while fine-tuning attention to detail and identifying the “small” things that make the “big” difference.

Linda worked with top restaurants, events, festivals, guest houses and – in particular - 16 years as General Manager of one of South Africa’s most acclaimed Hotel/Restaurants – Le Quartier Français and one of the award-winning San Pellegrino top 50 restaurants in the world.

What is the workshop audience

Hotel/B&B and restaurant managers and staff

What to expect

- A better understanding of the difference that delivers “luxury” without saying it
- Commitment to motivated and supported staff to deliver at a “luxury” standard
- Sharing new ideas and skills to build competence and awareness
- Solutions what to do if it’s difficult to find entry-level staff with the right skills

Cost: \$40 per one or \$100 per 3 participants **REGISTER HERE**