

Skill Trainings

Languages: Most courses are available in English, German and bilingual with Spanish/ French or Italian

FO - Up-Selling

Professional Room Up-Selling – 1 Day

Foundation of effective reservation sales, responsibilities of a reservation agent, selling techniques & advantages of the alternative selling, defining price & product differentials, using an alternative selling matrix, defining benefits for the guest, selling dynamic BAR Rates.

SALES

MICE Sales

Professional MICE Selling Techniques when taking Inquiries – 2 Days

Positive impressions when selling over the phone, overcoming stress, qualifying the inquiry, presenting alternative offers over the phone, utilizing benefit statements and objection handling techniques, phrasing positively terms and conditions, closing the deal over the phone.

Sales Trainings

Sales Professional – 2 Days

Setting appointments, prospecting over the phone, preparing the face to face call, setting goals, objection handling, stating benefits.

Sales Account Strategist – 2 Days

Analyzing the account, identifying opportunities, prioritizing and segmenting customers, defining call frequencies, defining account strategies.

Sales Negotiator – 2 Days

Analyzing the competition, overcoming fears, rational and emotional factors, defining a negotiation strategy, identifying the negotiation style, the principle of the 3W's Technique, the steps of the negotiation process.

Sales Presenter – 2 Days

Customizing a face to face sales presentation, story-book the presentation, using the right presentation material (iPad, Kit, PC, Photos), interacting while presenting, utilizing sales techniques when presenting.

Personal Development

Presentations

Powerful Presentations – 2 Days

Principles of presenting to a bigger audience, defining the objectives for the presentation, developing the outlines, identifying the benefits for the audience, creating a powerful presentation, utilizing positive wording, how to engage the audience, presenting via Power Point or other visual tools, dealing with questions from the audience, making a sales presentation sell and budget presentation convincing.

Rhetoric

Public Speaking – 2 Days

Principles of presenting to a bigger audience, aligning the occasion and the objectives for the speech, developing the headlines and the content for the speech, creating a speech that touches emotionally and reflects also the hard facts, make the speech memorable, grabbing the attention and keeping the level high, understanding the impact of the opener and the closing, avoiding the key mistakes, winning people's heart.

Service

Best at Guest Service – 1 to 3 Days

Understanding the principles of service, having the right mind-set, connecting with the guest and customer, winning sympathy, communication on eye-level, showing courtesy, using positive wording according to the brand one represents, the principle and differences of politeness and friendliness, communicating correctly when unable to deliver a service.

Skill Trainings

F&B / Restaurant

Restaurant I

Service to Excellence Performance for Restaurants – 2 Days

The challenges of delivering professional service quality daily, the traits of a professional service team and the individual team members, identifying the requirements of the professional restaurant employee, the meaning of customer expectations. the customers motive for a restaurant visit and the impact of the sales process, how to evaluate the expectations of the customer correctly, the professional service flow, key factors to ensure an efficient service, communicate with the guest, professional body language and eye contacts.

Restaurant II

High Performing Restaurant Sales Force – 2 Days

The customers motive for a restaurant visit and the impact of the sales process, how to evaluate the expectations of the customer correctly, the professional service flow and the fit-in of the sales flow, selling techniques when taking the order, selling during and after the meal service, selling without pressuring the guest, key factors to ensure that selling is understood as good service, identifying sales opportunities and show empathy when dealing with the guest.

Your contact:

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OpenSky is an honorary member of the HSMA Association and an active member of the Hotel General Manager's Association as well as the Travel Industry Club.

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