

FRONTLINE SERVICE RECOVERY PROGRAM



What is the Frontline Service Recovery Program

The **Front Line Service Recovery Program** expedites skill development in communication, customer experience, and the key competencies that directly lead to rapid improvements in service. The program ensures a consistent skill enhancement experience for all frontline team members within a fast-paced learning environment. The comprehensive training approach aims to elevate guest interactions, refine communication abilities, and foster improved internal team communication, enabling consistent delivery of outstanding guest experiences across the entire team.

- 45-60 Day Expedited Skill Development Program
- 60-90 Minutes Learning Time Per Week
- Learning Journeys Based on Focus Roles
- Focus on Communication, Service Recovery & Confidence
- Opportunity to Explore and Self-Assign New Skills

By delivering consistent skill development in an expedited environment, this program has an immediate impact on the health of a property, as well as providing the tools to build confidence across team members.



60-Minutes
per Week



Virtual /
Online



Interactive



Certification-
Based

"We saw a 14 and 21-point improvement in our intent to recommend scores in just 45 days of implementing the SalesBoost training by adding that reinforcement and practice component into our training."

-General Manager (SalesBoost Customer)

Experience Results with Frontline Service Recovery

The **Frontline Service Recovery Program** delivers real results by harnessing the SalesBoost learning approach rooted in the science of adult learning. This program effectively bridges the gap in employee confidence, which often arises from inadequate training due to increasing staffing needs, and achieves genuine outcomes through the following key strategies:



Rapid Skill Development: Expedite skill development by promoting skill to proficiency in a rapid learning environment.



Micro-Learning: Ensure minimal disruption of daily responsibilities with courses that seamlessly fit into the demanding workday, requiring just 60 minutes of learning time per week.



On-Demand: Allow team members to flexibly incorporate learning into hectic schedules without interrupting regular tasks by allowing 24/7 access to training virtually.



Rehearsal Simulations & Repetition: Ingrain positive communication behaviors and boost confidence through rehearsal simulations with best practices phraseology script responses.



Private Practice: Allow individuals to build confidence within a private simulation setting before engaging with real customers.



Audience:



This program is suitable for all customer facing team members.

Time Requirements



- Program spans 45-60 days
- 60-90 minutes per week
- Self driven with leader guidance

Why Frontline Service Success is Critical

Frontline service team members play a pivotal role in the success of an organization. Their performance sets the tone for the entire guest experience, directly impacting the overall organization's success. A positive tone set by frontline service team members can enhance the reputation of the organization, earn referrals, and establish a competitive advantage in the market.

A lack of training is can have a huge impact on Frontline Service Success:



Decreased Confidence



Poor Customer Experience



Inconsistent Service Quality

84% of companies that work to improve their customer experience report an increase in revenue.

-Forbes

How does it work?

Contact us today!

Reach out to your dedicated CX Manager or for new inquiries, please contact:

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The Most Advanced Skill Based Learning Platform



LEARNING

Micro-Learning courses on-demand, available on any device.

Relevant content **by role and experience level** - from sales to operations, leadership, personal development and much more!



SIMULATION

It's not only what you say, but **how you say it**. Real-life simulation scenarios to practice critical conversations using voice analysis technology.



RESULTS

Immediate feedback and coaching allows the learner to practice scenarios, which increases **knowledge retention and muscle memory** to boost performance and results.

What makes us **different?**

SalesBoost Is the only eLearning solution providing **on-demand role-play simulation to activate learning.**

ACTIVE LEARNING

It has been found that through the active learning process, skill decay is dramatically decreased, and LONG TERM RETENTION INCREASED.

TECH BASED ON SCIENCE

Our technology is based on The Neuroscience of Adult Learning: Active Learning, Micro-learning segments, Real-life scenarios, Practice and Reinforcement, Instant feedback.

DID WE MENTION WE HAVE A PATENT?

[Click here to read more about our patent](#)

LOW BARRIER TO ENTRY

We can start your teams in as little as one business day.
ACCELERATE THE ON-BOARDING PROCESS.

NON-HUMAN INTERFACE

SalesBoost is the only Non-human Interfaced coaching platform. That means, LOW COST, FAST IMPLEMENTATION, GREATER CUSTOMIZATION.

MUSCLE MEMORY

Muscle Memory = Better performance and improved results.
THE MORE YOU PRACTICE,
THE MORE YOU RETAIN.

ROLE-BASED LEARNING

When it comes to learning skills, we learn best and deepest through active experiences based on real-life situations.
YOU LEARN BEST BY DOING.

