

Teams relish discussing key customer service scenarios managing a hotel to reach consensus on decisions, maximising company profits.

Experience the impact customer service has on profit (and the challenge of balancing these!), whilst improving consensus seeking and decision making skills.

Timing 45 minutes to 2 hours + debrief	Numbers 3 to 42: Up to 6 teams with 3 to 6 participants + observers	Who Will Benefit All staff involved in customer service
Computer One computer with Excel is required. 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 £295 + delivery & VAT (if applicable) Or available electronically or contact us to facilitate & debrief for you.

Purpose

In today's competitive markets, customer service is key. The higher the quality customer service you provide, the higher level of customer satisfaction you will 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, representing the new management team of the Elite Hotel. They discuss and decide on a number of scenarios about the hotel's customer service:

- For each scenario, teams have five to ten minutes to reach a consensus on which of the possible options to choose.
- Ideally, they need to **increase the top line (sales), control their expenditure and improve their customer service rating**, leading to increased profit.
- Whilst customer service is important, offering lower fees to potential customers and reducing bills of 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 to produce their decisions 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 rating.

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

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

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Pack Contents:

- **Trainers 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** - including consensus seeking notes
- **Scenario Sheets** - 10 scenarios for participants to discuss
- **Decisions Sheets**
- **Spreadsheet** – an excel spreadsheet to input the teams' decisions and print out or email their decisions results, including how it has affected their profit and customer rating



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,



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."

Customers who viewed this business game, also bought

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- [Running Your Business for a Profit Business Game](#)
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