

COMMERCIAL TRAINING FOR STOPOVER STAFF



TARGET AUDIENCE

- Staff in charge of the stopover.



GOALS

- List the main principles of the tariff offer, identify the new tariffs and distinguish the changes in relation to the existing range
- Discover the port of call
- Regularize by applying the regularization dialogue and service postures.



PREREQUISITES

- None.



EDUCATIONAL MODALITIES

Expositive, demonstrative and participatory methods (pedagogical games), practice workshops and reflection in sub-groups.



PROGRAM

- Projects and Business Strategy of the Company
- Discover the LGV Tariff Offer (+ after-sales)
- Discover the Stopover (including a sequence taken in a disturbed situation)
- Service dialogue



DURATION: 4,5 Days

• **Level 2 assessment:** Assessment of skills acquired at the end of training ➔ **Yes**