

HS109

DELIVERING 5-STAR SERVICE BEHAVIOUR

Practical Guest Care and Communication for Hotel Frontline Staff

HRD CORP CLAIMABLE	GENERIC	4 HOURS	PROGRAMME NO. 10001761579
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WHY HS109?

Guests experience a hotel through every interaction with reception, reservations, housekeeping, bell service, security, drivers and other operational employees. HS109 helps frontline employees understand the guest journey and deliver thoughtful, responsive service during arrival, the stay, problem situations and departure. Using practical tourism-hotel and Semporna examples, participants learn to recognise guest emotions, anticipate predictable needs, communicate across language barriers, take ownership of requests and recover professionally when something goes wrong.

START WITH THE OPERATIONAL QUESTIONS

What does the guest need at this moment?
How can I take ownership instead of passing the problem away?
How should I communicate when language, facilities or operations create difficulty?

BY THE END OF THE COURSE, PARTICIPANTS SHOULD BE ABLE TO

Welcome tired or uncertain guests with care.
Anticipate predictable needs and take ownership.
Communicate across language and cultural barriers.
Use a practical service-recovery approach.

WHO SHOULD ATTEND?

Front Office & Reception Employees • Guest Relations & Concierge Employees • Reservations Employees • Bell Service & Luggage-Handling Employees • Housekeeping Employees • Hotel Drivers & Transport Coordinators • Security & Other Guest-Facing Operational Employees • Frontline Supervisors & Team Leaders

KEY LEARNING OUTCOMES

- Explain how the guest journey and emotional condition affect service expectations, and demonstrate welcoming behaviour for tired, uncertain or international guests.
- Apply Observe, Understand, Anticipate and Facilitate to common guest needs, take appropriate ownership and coordinate assistance across hotel departments.
- Use simple language, body language, visual aids and translation tools to reduce communication barriers, and explain hotel rules or operational limitations respectfully.
- Apply Recognise, Explain, Assist and Follow Up to service problems and complaints, and support a thoughtful departure through luggage care and onward-travel information.
- Prepare a personal Five-Star Service Commitment for immediate workplace application.

HS109 • COURSE OVERVIEW

Delivering 5-Star Service Behaviour: Practical Guest Care and Communication for Hotel Frontline Staff

COURSE CONTENT - 4 APPROVED MODULES

1 Understanding the Guest and the Five-Star Service Mindset

See the complete guest journey; recognise tiredness, anxiety, confusion and different expectations; understand why thoughtful behaviour can be five-star even when facilities are basic; take ownership instead of saying it is not my department.

2 Welcoming, Anticipating and Facilitating Guest Needs

Create a caring arrival through attention, comfort and simplicity; observe guest cues and ask useful questions; apply Observe, Understand, Anticipate and Facilitate; support predictable needs such as wet clothing, laundry, luggage and early departures.

3 Communicating Across Language and Cultural Barriers

Use simple words, appropriate body language and a respectful tone; communicate with icons, photographs, numbers and visual timelines; use translation tools and QR-based information; confirm understanding respectfully; explain hotel rules and limitations without conflict.

4 Problem Solving, Service Recovery and a Positive Departure

Apply Recognise, Explain, Assist and Follow Up; respond to water, Wi-Fi, transport, weather and room-related problems; know when to resolve, coordinate or escalate; support luggage care, onward travel and the guest's final memory; prepare a personal Five-Star Service Commitment.

WHERE HS109 FITS IN SORFA'S HOTEL LEARNING PATHWAY

HT109 MANAGEMENT FRAMEWORK → HS109 FRONTLINE PRACTICE → TEAM COMMITMENT → REVIEW

HS109 translates management expectations into practical frontline behaviour. It can follow HT109 or be delivered independently for guest-facing operational teams.

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TRAINER & ORGANISATION



Nip Wing Kan
Chairman, Persatuan Petani Organik dan Regeneratif Sabah (SORFA)
SORFA Lead Trainer • HRD Corp Accredited Trainer • Business, Operations & Sustainability Advisor
Training connects practical operational improvement with customer experience, waste reduction and responsible business practice in Sabah.

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