

## 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:

**Thomas T. Kraft – Co-Founder and Managing Director** – Email: [thomas.kraft@opensky-worldwide.com](mailto:thomas.kraft@opensky-worldwide.com)

#### Contact us

**OpenSky Europe**  
Schumannstraße 27  
60325 Frankfurt am Main, Germany  
Phone +49 69-505027-342  
Fax +49-69-69536664  
[info@opensky-worldwide.com](mailto:info@opensky-worldwide.com)  
[www.opensky-worldwide.com](http://www.opensky-worldwide.com)

**OpenSky USA**  
1717 N Bayshore Drive, Suite 3534  
Miami, Florida, USA  
Phone +1-305-202-1221

Geschäftsführer: R. K. Rogers/ T. Kraft  
Ust Nr.: DE279950017  
HRB Nr: 92231 Frankfurt am Main



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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#### OpenSky GmbH

Geschäftsführer: R. K. Rogers/ Th. Kraft  
Schumannstrasse 27  
60325 Frankfurt am Main - Germany  
1717 N Bayshore Drive Suite 3534

Ust Nr.: DE279950017  
Phone: +49 69-505027-342  
Fax +49-69-69536664  
Miami, FL - USA

HRB Nr: 92231 Frankfurt am Main  
eMail: [info@opensky-worldwide.com](mailto:info@opensky-worldwide.com)  
Internet: [www.opensky-worldwide.com](http://www.opensky-worldwide.com)  
Phone: +1-305-202-1221