

UNIVERSITY

EUROPE & AMERICAS

UPSELLING PATH: ENHANCE YOUR STAY & GOLDEN RULES

TRNNG_NH000025741 & TRNNG_NH000039827

[\(click here to access\)](#)

GOALS

Ensure that employees know how to become an expert up-seller, the benefits for our guests and for our hotels.



1,15 hours



E-learning



English

CONTENTS

MODULE 1: ENHANCE YOUR STAY

- 1 - What is upselling.
- 2 - Set your targets, calculate your own sales and commission targets.
- 3 - Identify and apply an appropriate approach and techniques to maximize upselling success.

4 - Upselling process:

Step 1: Connect with the guest.

Step 2: Know your product.

Step 3: Gain attention.

Step 4: Generate interest.

Step 5: Awaken desire.

Step 6: Close the sale.

5 - What's next.

MODULE 2: GOLDEN RULES

Best practices and examples to excel at upselling.

TARGET

Mandatory for Front Office teams, Guest Relations teams and GMs.

Optional for rest of employees.

DUE DATE

60 days since assignment

MINOR
HOTELS

NH Hotel Group part of Minor Hotels