

ROOM SERVICE

SUGGESTIVE SELLING

SESSION OBJECTIVES

After the end of the session one should be able to know suggestive selling.

Suggestive selling



Gautam Singh , Hospitality Trainer , 07830294949

COULATERER
INDIA.COM

Suggestive selling

- Listen to the guest.
- Analyzed with the possible options with same nature with different price ranges.
- Product knowledge.
- Explain dishes.
- Be sensible while suggesting (always consider religious, regional constrains).
- Suggest appetizer, main course, dessert with their side orders.

Review

After the end of the session one should be able to know suggestive selling.

BIBLIOGRAPHY

➤ Food & Beverage service, (Danis Lillicrap/ 7th edition.

➤ Google

http://books.google.co.in/books?id=HfHtaq1GWUcC&pg=PT176&lpg=PT176&dq=breakfast+doorknob+card&source=bl&ots=0AG_XEdSqP&sig=qr4SJP4wdx_WhiGtsTOp3kAinsl&hl=en&ei=tzn4TZPDFof0vwPz06yDDA&sa=X&oi=book_result&ct=result&resnum=4&ved=0CDMQ6AEwAw#v=onepage&q&f=false