Guest Experience Modules List

Gx Modules List

Development Includes templates.

1. Development and rollout timeline
2. Culture (templates included))
    a. Values/beliefs - Vision/"Why" elevator pitch
    b. Owners impact story
3. Setting & ambiance audit (template included)
4. GX Performance Agreement (template included)
5. Service foundation & recovery parameters.
6. Orientation developed (template included)
7. GX Journey path (template included)
8. Emotional engagers (template included)
9. Guest interfacing personality HR system (basic)
10. Ongoing training and productivity plan
11. Reinforcement Programs

Frontline GX Onboarding

1. 3 hours guest experience training entire team

Frontline GX Team Training Modules

2. General guest service foundation module
3. Engagement module
4. Emotional connection module

Individual Department Training Modules

1. Reception, food concession module
2. Ride Attendant interaction.
3. Part I, Part II
4. Game room / Redemption module.
5. Parties / Groups module
6. Server / Bartender module
7. Training games, activities & contests
8. Understanding personality temperament and job role placement
9. Recruiting tool examples – recruiting video, posts, letters

Gx Templates And White sheets

- Analysis and Audits template
- Base Customer Service
- Culture templates
- Emotion white sheets
- GX hiring & training.
- GX Journey path template
- Orientation
- Performance Agreement template
- Position interaction white sheets.
- Experience Destination Overview
- GX Timeline Template.xlsx