



CENTURION HOSPITALITY

Training | Workshop

RESTART AND EXCELLENT CUSTOMER SERVICE

- # MOTIVATION, ENERGY RENEWAL
- # CUSTOMER SERVICE, FIRST IMPRESSION
- # TEAM BUILDING, TEAM UNITY

Training led by

DIDZIS GRAVITIS

1.

Signs of fatigue, routine or overload appear within the team

2.

A careless attitude towards work and customer service

3.

Internal tensions and frustrations are beginning to form



Staff turnover or new colleagues joining the team

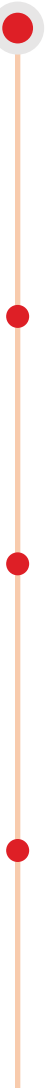
4.

There is a need to align departments and remote team members

5.

You are looking for an inspiring session as part of a larger event

6.



1. PERSONAL RESET – IMAGE AND ATTITUDE TOWARDS OURSELVES, CUSTOMERS AND COLLEAGUES

- Self-analysis with a touch of humour, exploring our external image, inner energy and two versions of ourselves – at work, at home, and in public
- Analysis of positive and negative choices affecting our quality of life, relationships with others, performance at work, customer service and sales

2. PROVEN WAYS TO RECHARGE

- Seven methods for a personal reset, energy renewal and goal achievement – both at work and in personal life

3. THE CHALLENGE OF SIMILAR-LOOKING SERVICES

- Understanding how communication skills, customer service and sales quality help us stand out in an overcrowded market

4. TECHNICAL VS PERSONALISED CUSTOMER SERVICE

- Two memorable videos demonstrating how positive and negative customer experiences are shaped by both technical aspects and the emotions created by staff

5. POSITIVE FIRST IMPRESSION FOR CUSTOMERS AND OTHERS

- Eight elements of excellent customer service that help create a positive first impression and build openness, trust and a sense of belonging

6. TEAM BUILDING ACTIVITY:

"Anonymous compliments"

- An uplifting atmosphere and a sense of appreciation through giving and receiving compliments and thanks from colleagues
- A lasting handwritten card that is often kept for years

7. BRAINSTORMING:

"What do we as a team want to achieve in 6 months, and how will we do it?"

- Being open about the team's shared and individual everyday challenges
- What to improve in our internal processes and communication
- Ways to save time, money and other employee and company resources
- How to attract new customers and strengthen the loyalty of existing ones
- How to create a wow factor and go beyond customer expectations

RESTART AND EXCELLENT CUSTOMER SERVICE

1 day / 5 h

1. Challenging the comfort zone and a fresh look at daily actions
2. A strong first impression for customers, colleagues and loved ones
3. Stronger team unity and early resolution of potential conflicts
4. A stronger connection with the trainer for future programmes

ATMOSPHERE



Light humour and an inspiring environment



Specially selected background music

ACTIVITIES



Brain games and physical exercises



Practical work in pairs and teams

APPROACH



Real-life examples



Participants' personal development plan

PROCESS



Optimal duration



Comfortable breaks

10:00
~
15:30

Most popular training schedule, including two short breaks, one 45-minute lunch break and a 30-minute time buffer at the end

6-20
participants

Recommended and maximum number of participants per group

- ▶ **The training content is customised to your company, industry and objectives**
- ▶ Every participant leaves with a personalised development plan for practical implementation of the learning
- ▶ A post-training debrief with management covers the trainer's observations and the participants' feedback
- ▶ Following the training, participants and management receive practical recommendations, defined responsibilities and suggested deadlines



Customer Service, Sales and
Problem-Solving Trainer

DIDZIS GRAVITIS

10+ years in training 12 industries

20+ years in customer service, sales and hospitality

7000+ trained and inspired professionals

Centurion Hospitality founder and lead trainer

- ★ Customer service and communication
- ★ Sales and upselling
- ★ Service excellence and hospitality
- ★ Complaints and difficult customers
- ★ Team building and employee motivation
- ★ Mystery shopping, shadowing and mentoring

I am often described as a strong motivator who drives visible improvements in communication within organisations – both internally and externally. The reason is simple – **team development and **outstanding customer experience** are what define my daily focus and professional mindset.**

- / My active lifestyle and experience across multiple industries have given me a significant advantage – I am able to approach customer service, sales and complaint management from three perspectives: through the eyes of customers, employees and management alike.*
- / I am frequently praised for my ability to adapt quickly to unfamiliar industries, organisations and teams. This comes from thinking strategically about each client's business and paying close attention to details, processes and nuances.*
- / In my free time, I'm passionate about motorsport, travelling, cycling and discovering new restaurants.*



EXPERIENCE IN COOPERATION WITH

 **accenture**

ad**o**ria

 AESTHETICA

 **agrobroker**
APDROŠINĀŠANA

airBaltic

 Anti-Aging Institute

 **avesco** 

bta
VIENNA INSURANCE GROUP


Dental Art

DRUVAS SALDĒJUMS
D
ANNO 1986

 **fizio**centrs

 HOKEJA
PASAULE

IKEA

Komfort
santehnika**ap**kure


L T R K

Luminor

MÁDARA
organic skincare

Moller Auto

OlyBet


PORSCHE

RIX Rīgas
lidosta

S|E|B

 **Stena Line**

 **STOCKMANN**

Tiango VIESMĪLĪBAS
UZŅĒMUMU
GRŪPA

TILDE

URSUS
forwarding

VERDIKTS

 **VIATRIS**™

 **ziedu ekspresis**

Wolt

WHAT CLIENTS SAY



SKECHERS

VANS
"OFF THE WALL"

BALLZY
BUILT FOR BALL

Didzis has a positivity that sticks to others. This sense of positivity and energy is felt by every participant. Communication with partners and colleagues is important in any industry, and Didzis' experience and the way he presents it are key reasons why we chose to work together. I would recommend working with Didzis to companies that have regular training but feel they don't really get feedback from their employees. Didzis will definitely show that participants can come out of the training happy and inspired, ready to try out new skills in real life.

AUSTRIŠ KRŪMIŅŠ

Head of Skechers, VANS and Ballzy in Latvia

WHAT CLIENTS SAY



When we were planning the ATTA CENTRE team-building event, the first person I thought of was definitely Didzis. I have also worked with him and he is someone from whom I have inherited a lot of knowledge and skills. The whole team took part in the training and, after spending time together, we became more open and empathetic towards each other. On behalf of the whole ATTA CENTRE team, we say thanks for the motivation and energy that not only benefitted us individually, but also improved overall results.

NADIA IGNASE
ATTA CENTRE, Director

WHAT CLIENTS SAY



Didzis is an excellent trainer and a true expert in customer service, something that was evident from our very first meeting and later during the preparation stage, where he went above and beyond to achieve the goals of both the training and Fiziocentrs. His dedication and commitment were felt at every step, both in meetings and throughout the training itself. The knowledge and charisma he brings are exactly what we were searching for, and it was a real pleasure to see how Didzis inspired participants to get actively involved. We certainly gained far more than expected, receiving not only valuable knowledge but also an immeasurable boost of energy and motivation to become better versions of ourselves every single day.

ZANE LAPSIŅA

Fiziocentrs, Executive Director



1. Mystery visit by the trainer as a customer



2. Team building, motivation and mindset



3. Shadowing and learning work specifics



4. Customer service, sales and complaint handling training



5. Mentoring and implementation of new skills



6. Communication standards and handbooks

10+

Years delivering training

300+

Training projects

12+

Industries among our clients

- › **Happy Customer**
- › **Successful Team**
- › **Growing Business**



More than 40 testimonials:

[Click here](#)



CENTURION HOSPITALITY

QUALITY TIME FOR THE TEAM – THE FIRST STEP FORWARD!

+371 22015433

didzis@centurionhospitality.com

www.centurionhospitality.com

Taxpayer rating – **A**

CH Latvia Ltd., Reg. No. 40103997795