



# FEEDBACK

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A C A D E M Y

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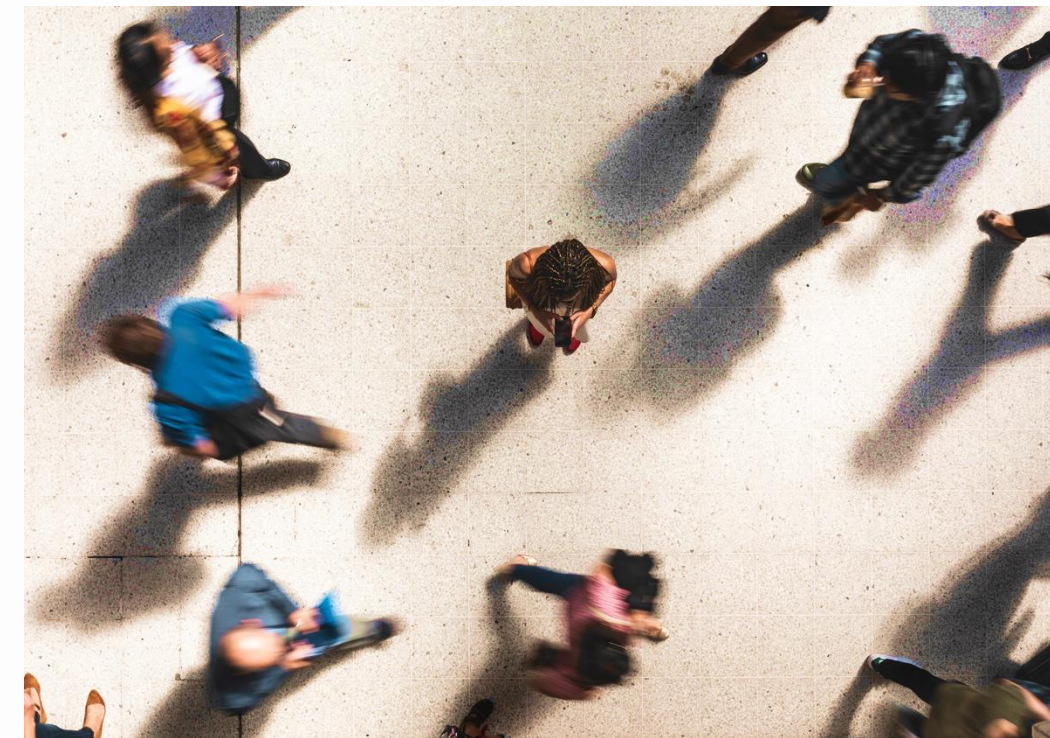
Link to PDF of presentation:



# WELCOME TO OUR FEEDBACK SESSION

## GOALS

- CELEBRATE THE IMPORTANCE OF FEEDBACK IN HOSPITALTY TO IMPROVE CUSTOMER SERVICE SKILLS
- UNDERSTAND OUR BLINDSPOT AND WHY IT IS FUNDAMENTAL TO IMPROVEMENT USING THE JOHARI WINDOW
- EXPERIENCE THE SAID MODEL OF FEEDBACK FOR BOTH MOTIVATIONAL AND DEVELOPMENTAL GROWTH
- TAKE AWAY AT LEAST ONE TIP FOR SHARING FEEBACK



“All that is valuable in human society depends upon the opportunity for development accorded the individual.”

– **Albert Einstein**



# THE ART OF COMMUNICATION

What causes distractions?

- Busy/inappropriate environment
- language: lost in translation

Where does it break down?

- no checks for clarification and understanding
- afraid to say the wrong thing

How can we improve?

- listen, learn and practice

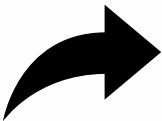


<https://www.shutterstock.com/search/communication-sender-receiver>

# IMPACT OF FEEDBACK

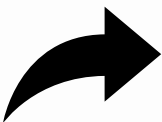
## MOTIVATIONAL FEEDBACK

DESIRED BEHAVIOUR CONTINUES



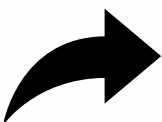
## NO FEEDBACK

NO IMPACT LEADS TO  
COMPLACENCY OR MISTRUST



## DEVELOPMENTAL FEEDBACK

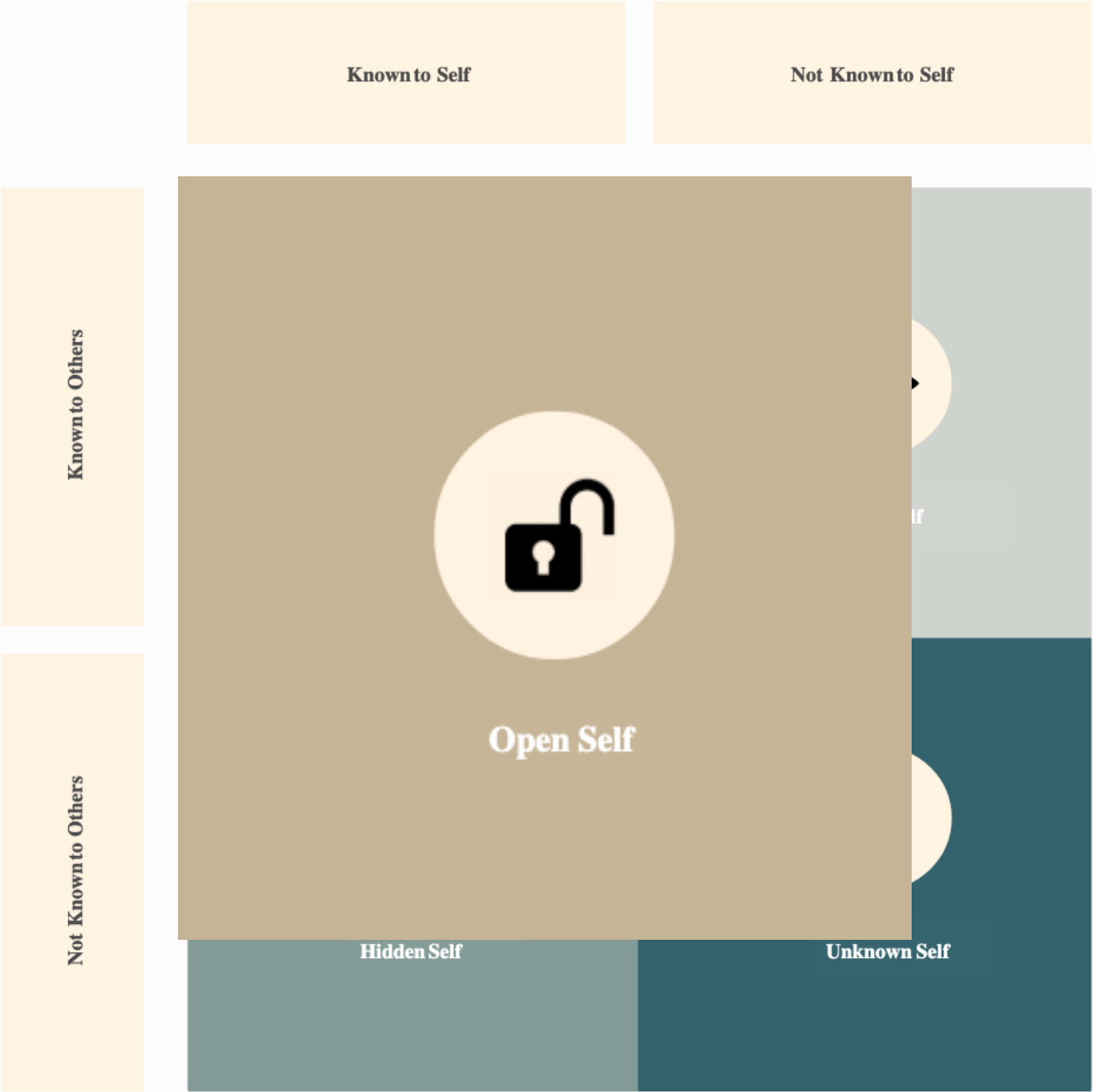
DESIRED BEHAVIOUR INCREASES  
UNDESIRED BEHAVIOUR DIMINISHES

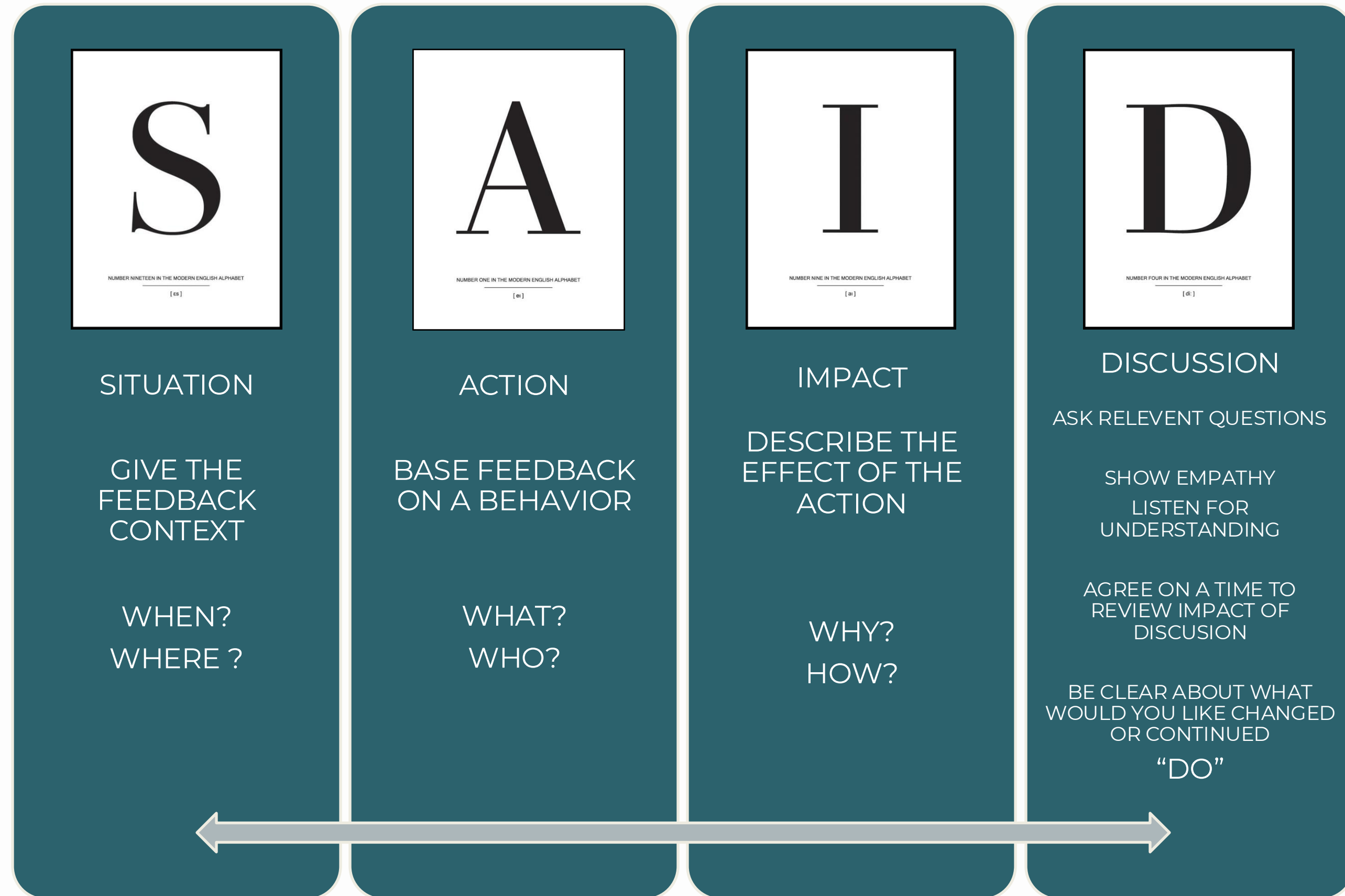


# JOHARI WINDOW



Effective feedback can support growth and encourage others to share their open self. It builds rapport.



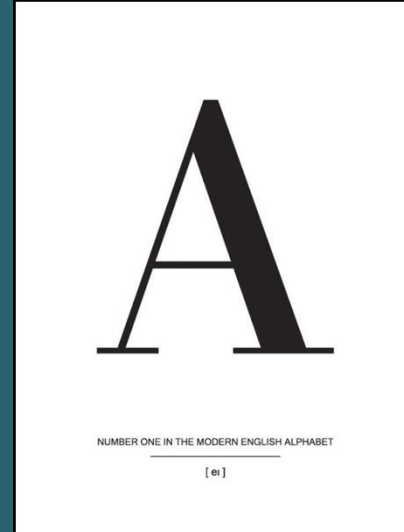




## SITUATION

WHEN?  
WHERE ?

When we were in the dining room yesterday during service...



## ACTION

WHAT?  
WHO?

...I observed you leaning on the empty chair back when engaging a guest.



## IMPACT

WHY?  
HOW?

When you lean on the chairs, guests may feel like you are tired and should not be working.



## DISCUSSION ASK RELEVANT QUESTIONS

SHOW EMPATHY  
LISTEN FOR UNDERSTANDING

AGREE ON A TIME TO REVIEW IMPACT OF DISCUSSION

BE CLEAR ABOUT WHAT WOULD YOU LIKE CHANGED OR CONTINUED

Are you familiar with our service standards on how to stand when engaging guests?  
NO: How would you like to review the service standards to ensure you learn them?  
YES: Is there a reason why you are leaning on the chairs?

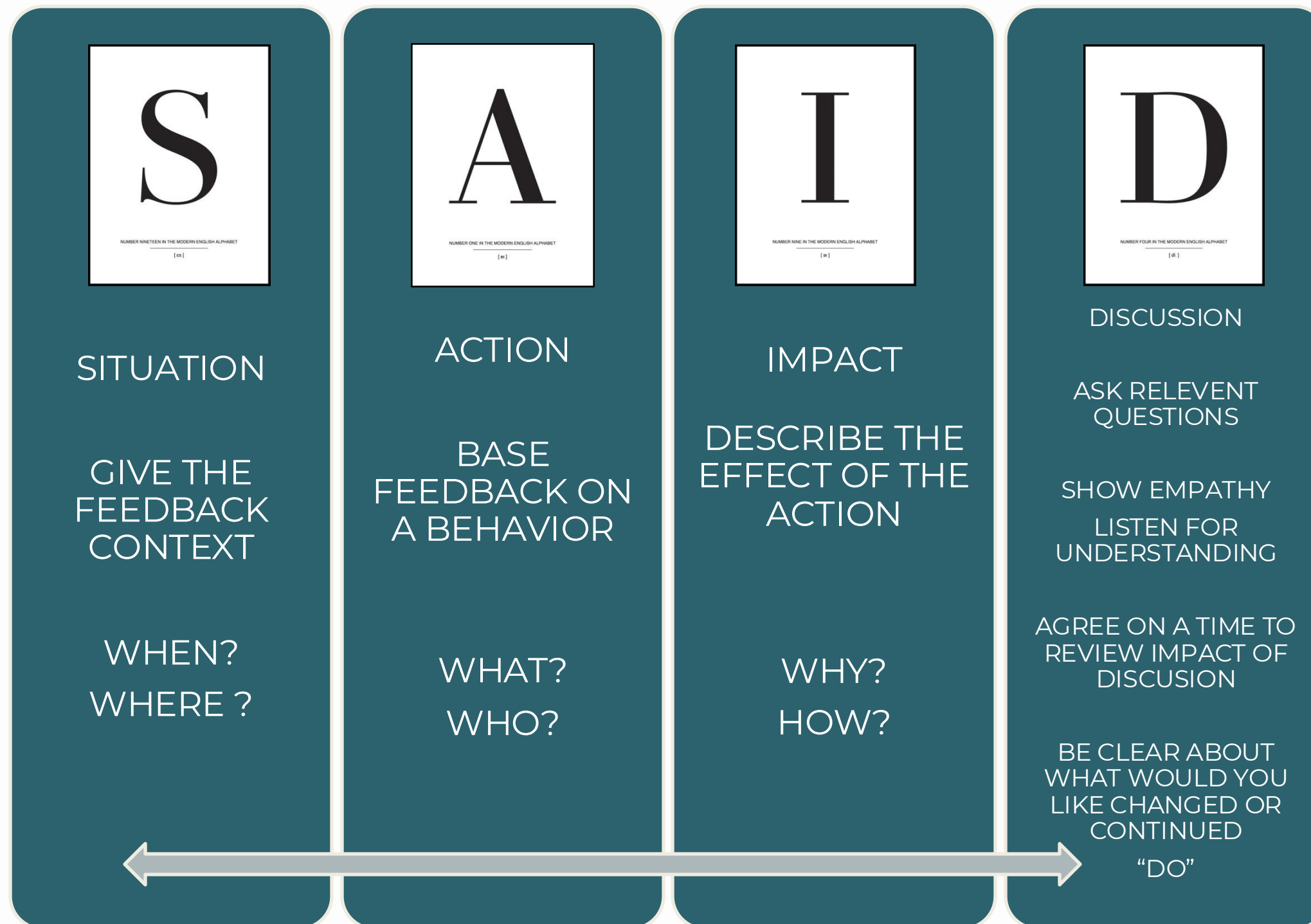
I am glad to hear you are looking after it.

I will adjust the Rota so you are working in the back where you can be seated. It is important that our guests see consistency in our behaviour.

Can we set a date and time to check in on how your physio is going?

Next time, please come to me if you have any issues or concerns before your shift.

# READY TO PRACTICE?



In pairs, choose a manager and a team member.

The manager will offer developmental feedback in the following scenario.

The team member will participate and share the experience with the group.

## Scenario:

You are the Housekeeping Manager, and you have noticed that one of your room attendants is not folding the towels according to the Standard Operating Procedure.

# TIPS FOR EFFECTIVE FEEDBACK

- 01 Ask for time;** receiver has a choice, and you get their 'buy-in'.  
Do you have five minutes to talk about the service yesterday?
- 02 Stick to the facts,** acts, behaviors or tasks that need to be enhanced, continued or stopped. Be **SMART**.
- 03 Keep your composure.** Avoid getting frustrated and repeating yourself. 'Read the room' and know when to take a break.  
[Have a pitcher of water and two glasses on hand. Sometimes the act of pouring and serving can give you a moment to pause and regroup.]
- 04 Check for understanding using open and specific questions** before closed questioning.  
What tools and tricks will help you remember the Service Standards?  
Would you be comfortable sharing your findings in the next briefing?
- 05 Create commitment.**  
Do you think these tips are important for customer service skills development?



[Watch this great video "The secret to giving great feedback"](#)





# QUESTIONS?

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A C A D E M Y



# THANK YOU

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