

# Chinese Culture Coaching



The biggest group of tourists coming to the Czech Republic, over the coming years, will be from Asia!

Our workshop is focussed on providing better customer service to the Asian/Chinese guest.

Our workshop aim is:

- promoting cultural sensitivity.
- shifting your thinking to embrace cultural differences, to be able to increase guest satisfaction.
- Guidance on how to deal with the language barrier.
- Tips for working smart with Asian guests.

Benefits to your hotel:

- Asians love to recommend good hotels to their friends and you should not miss out!
- Increased ratings, less complaints from Asian guests.
- Guests on tour through Europe will promote good hotels to their FIT friends.

**We are here to help!**

Ted Quan, Nah-Dja Tien, Andreas Fehrens

[www.cccoaches.net](http://www.cccoaches.net)

[info@cccoaches.net](mailto:info@cccoaches.net)

Tel: +420 737 233 712 (Andreas)