

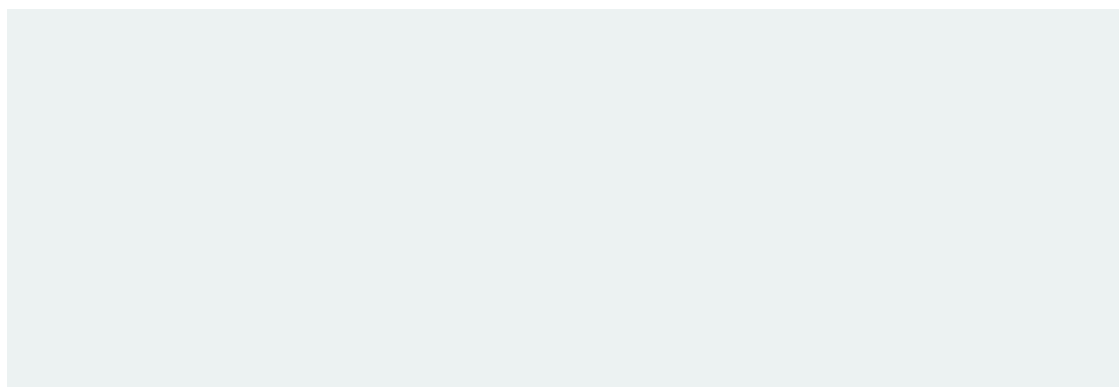
"Five Star" Training: What's Your Next Step?

Thinking about one of your current training programs, use the action plan below to work through ways you can elevate its **sense**, **style**, and **service** to five star levels!

SENSE (PLACE)

How do I bring the training to life through the five senses?

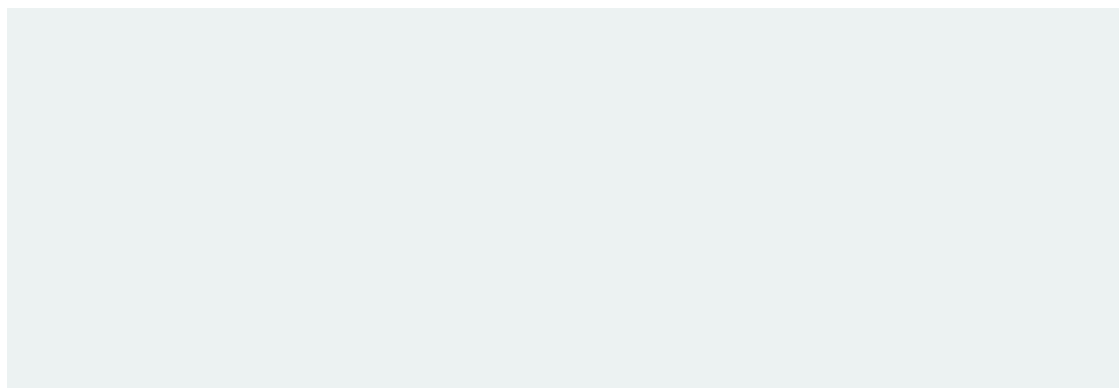
- SIGHT
- SMELL
- SOUND
- TOUCH
- TASTE



STYLE (PRODUCT)

What materials need a "renovation" - and what type of renovation am I looking at?

- HARD
- SOFT



SERVICE (PEOPLE)

What new "service standards" will I set for myself or my team?

