



# **CIRCLE LMS** FOR **HOSPITALITY**

## **INSPIRE EXTRAORDINARY CUSTOMER SERVICE.**

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### **REDUCE TURNOVER, INCREASE PROFITS.**

High turnover rate is currently one of the biggest challenges facing the hospitality industry. In order to reduce turnover, engaging and impactful training is necessary. Circle helps you align your training programs with your employees' needs, ensuring meaningful outcomes that lead to increased retention and profitability.

### **DELIVER STRONG CUSTOMER SERVICE.**

When your employees feel valued, they become empowered to deliver strong customer service. Circle can help you deliver effective training programs, to make your employees feel welcome in their new roles.

### **IMPROVE TIME MANAGEMENT.**

Employees in the hospitality industry can often feel overwhelmed when it comes to high service demands, which can negatively affect performance. Circle's personalized training features and feedback tools can help your employees manage their tasks more efficiently and stay organized.

### **EASILY MANAGE ALL DEPARTMENTS.**

Your hospitality organization requires a diverse set of skills to operate. In such a broad industry, managing various different roles and departments can be challenging. With Circle, you can easily oversee training progress in every department, all from one system, helping you maintain cohesion.

### **STRENGTHEN YOUR BRAND, BUILD LOYALTY.**

Consistent training is crucial for quality service across all locations. Circle helps you synchronize your employees' service expectations across your entire organization to ensure consistency and reliability. Aligning service expectations can help build a strong brand image and drive customer loyalty.

### **MAXIMIZE COMPLIANCE.**

Managing numerous facilities in different regions can make compliance difficult. Circle protects your organization from harmful fines and penalties by automating the compliance management process, ensuring that your employees remain compliant across all departments, regions, and roles.



# CIRCLE LMS FOR HOSPITALITY

Creating a welcoming training environment for your employees is key to defining a culture of hospitality. Circle's platform allows you to establish a climate of care for your customers that exemplifies your organization's values. Circle's training tools make it easy to deliver meaningful and personalized training, encourage consistency across all regions and departments, and create an engaging training environment to make your employees feel at home.

## **PERSONALIZED TRAINING FOR EVERY LEARNER**

Circle delivers highly customized training to fit the wide range of learning needs that exist in the hospitality industry. Circle equips you with a course designer tool to create precise training for every learner, as well as efficient classroom course management features to easily implement hands-on training. Circle also enables open integration with external systems, allowing you to create highly personalized training experiences.

## **REGIONAL MANAGEMENT**

When managing multiple facilities across different regions, it is critical that you can accommodate all types of learners. Circle makes it easy to stay organized when managing high volumes of users from all around the globe by providing you with numerous easy-to-use regional administration tools and performance evaluating metrics.

## **MULTILINGUAL CAPABILITIES**

Circle allows you to create course variants in any language you desire. These multilingual capabilities make it easy to communicate your training objectives to employees in any region, encouraging consistency throughout your entire organization.

## **PERFORMANCE METRICS**

Training effectiveness is one of the most important metrics in evaluating employee performance. Circle makes it easy to track employee training progress and results by offering easy-to-use assessment and feedback tools, promoting clarity and strong communication between managers and employees.