

THE CHALLENGE

IN A WORLD OF AUTOMATION, AI, AND ENDLESS OPTIONS, YOUR CUSTOMER SERVICE IS YOUR BRAND

But service teams are often overwhelmed, reactive, and under-recognized. Scripts don't build trust, humans do. The real challenge today is relational: How do we create high-quality, meaningful interactions under pressure, at scale?

THE ANSWER

HOST MINDSET MASTERCLASS: CUSTOMER EXPERIENCE

Transforming Customer Service into Meaningful, Human Moments. Make it memorable.

THE HOST MINDSET APPROACH

The best service professionals aren't just solving problems, they're hosting moments.

The Host Mindset teaches teams how to show up with presence, generosity, and clarity, even when things go sideways. When service is rooted in hospitality, customers feel seen, cared for, and loyal.

This masterclass equips your team with the mindset, language, and practical tools to turn everyday service into lasting impact.

WHAT'S INCLUDED

- **3-Hour Masterclass led by Steve Fortunato & team**
- Live, anonymous Host Mindset assessment
- Customer-focused role play and communication exercises
- Practical handouts for everyday use
- A signed copy of *The Urgent Recovery of Hospitality* for each participant

OPTIONAL ADD-ON

roomforty Hospitality Experience (+\$1,000)

Includes light lunch service with:

- Chef-curated cheese & charcuterie spread
- Tréy-passed seasonal canapés

Let your team experience what true hospitality feels like—so they can reflect it back to your customers.

KEY TAKEAWAYS

- How to turn everyday interactions into brand-defining moments
- Tools for diffusing tension with care and emotional clarity
- Why hospitality - not perfection - is what customers remember
- A shared language for service that builds consistency and pride

Ideal for: Customer service teams, client experience departments, hospitality staff

Investment: \$2,000 flat

Optional hospitality food and beverage add-on: +\$1,000

Book a discovery call with Steve to learn more!

