



HOSPITALITY TRAINING MANAGEMENT

DRESS TO SUCCESS

- Hospitality Corporate Attire
- Hospitality Personal Grooming
- Hospitality Personal Hygiene
- Hospitality Uniform Finesse
- Hospitality The Power of Accessories

HOSPITALITY ETIQUETTE

- Hospitality Etiquette
- Hospitality Making the First Impression
- Hospitality Importance of Handshake | Greetings
- Hospitality Business Card Etiquette
- Hospitality Social Etiquette | Power of Small Talk
- Hospitality The Power of Business Networking
- Hospitality Workspace Ethics

HOSPITALITY COMMUNICATION SKILLS VERBAL | NONVERBAL

- Hospitality Communication Verbal
- Hospitality Communication Non –Verbal
- Hospitality The Art of Conversations with Guests
- Hospitality The Polished Language
- Hospitality Guest Relation Communication
- Hospitality Relationship Building | Extended Relationship Building





ASPIRE & GROW

MASTERING INTERPERSONAL SKILLS

- Team Building
- Qualities Of Leadership
- Leading With Emotional Intelligence
- Listening Skills
- Peoples Skills
- Problem Solving
- Decision – Making
- Negotiation Skills
- Motivation
- Positive Attitude | Responsibility
- Creative Thinking
- Customer Service

MASTERING SOFT SKILLS

- Team Building
- Assertiveness
- Adaptability
- Curiosity | General Awareness
- Time Management | Prioritization
- Creativity
- Resilience
- Flexibility
- Critical Thinking
- Empathy





ASPIRE & GROW

GUEST RELATIONS EXECUTIVE

- The Arrival Experience
- Personal Presentation
- Personal Hygiene and Grooming
- Hospitality Etiquette
- Meet & Greet Finesse
- Hotel and Amenities Knowledge
- Knowledge about Tourist Places
- Front Desk Billing Knowledge
- Knowledge on Guest Team Management
- Knowledge on Concierge Services
- Room Preparation
- Guest Communication Effectiveness
- Guest Conversations
- The Polished Language
- Body Language
- Multicultural Etiquette and International Protocol
- Leading with Emotional Intelligence
- Attention to Detail | Eye to Detail
- Special Skill Training
- Problem Solving
- Time Management
- Attitude is Everything
- Guest Relationship Building
- Creating Guest Experiences
- Guest Awareness
- Special Guest Training
- Delivering World Class Guest Service
- The Departure Experience





ASPIRE & GROW

BUTLER

- The Arrival Experience
- Butler Attire
- Butler Etiquette
- Hotel and Amenities Knowledge
- Knowledge about Travel Experiences
- Knowledge on Guest Team Management
- Knowledge on Concierge Services
- Guest Communication Effectiveness
- Guest Conversations
- The Polished Language
- Body language
- Multicultural Etiquette and International Protocol
- Attention to Detail
- Attitude is Everything
- Up-sell with Finesse and Savoir-Faire
- Special Guest Requests
- Guest Awareness
- Newspapers, stationery and pens
- Special Skill – Flower Arrangements and Fruit Baskets
- The Departure Experience





ASPIRE & GROW

HOUSE KEEPING

- House Keeping Personal Hygiene | Grooming
- Hotel Amenities Knowledge
- Cultural Awareness
- Guest Etiquette
- Guest First Impressions
- Guest Meet & Greet
- Guest Communication Skills
- Guest Listening Skills
- The Polished Language
- Body Language
- Guest Relationship Building
- Guest Forward Thinking
- Creating Guest Experiences
- Customer Service
- Guest Awareness
- Team Work | Collaboration
- Can Do Attitude
- Soft Skills (Responsibility + Time Management)
- Attention to Detail
- Delivering world-class service

HOTEL CUSTOMER SERVICE

- Introduction to Customer Service
- The Arrival Experience
- Guests – Delight Your Audience
- Pay Attention
- Listen Completely to Your Customers
- Know Your Business
- Do What You Say You Will When You Say You Will
- Follow Up for Satisfaction





ASPIRE & GROW

- Making Customers Happy Is Job
- Present Your Best Face Forward
- Maintain A Positive Attitude
- Exude Confidence
- Honesty Is Always Your Best Choice
- Energize Yourself
- Become Back with Resiliency
- Guest Awareness
- Attention to Detail
- Guest Services
- Concierges Services
- Departure Experience

7 HABITS OF HIGHLY EFFECTIVE LEADERS

- Habit 1 Be Proactive
- Habit 2 Begin with End in Mind (Goal Setting)
- Habit 3 Put Forts Things First (Prioritization)
- Habit 4 Thing Win Win
- Habit 5 Seek First to Understand and Then Be Understood
- Habit 6 Synergize
- Habit 7 Sharpen the Saw

