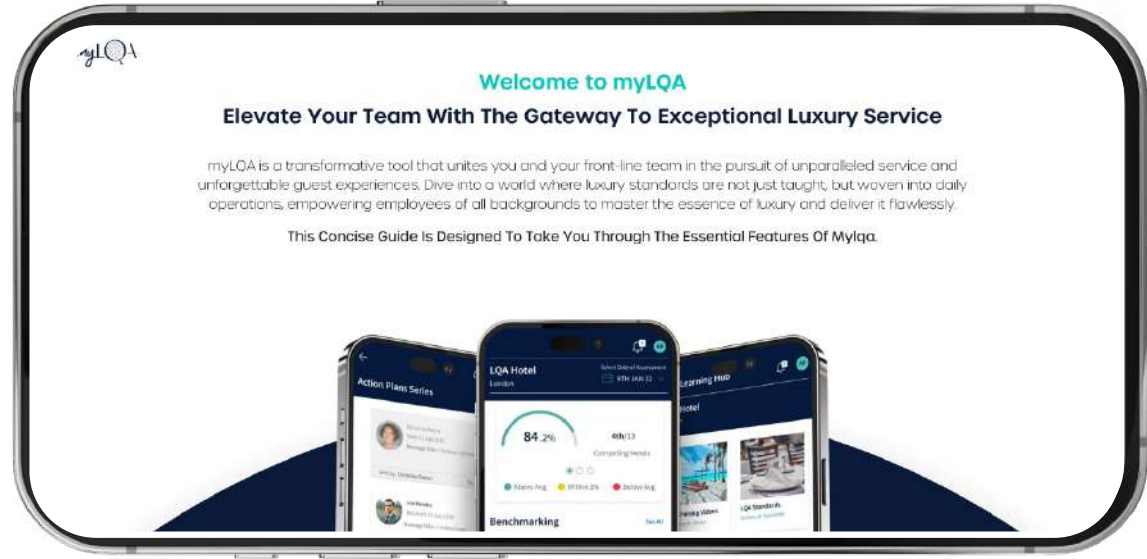
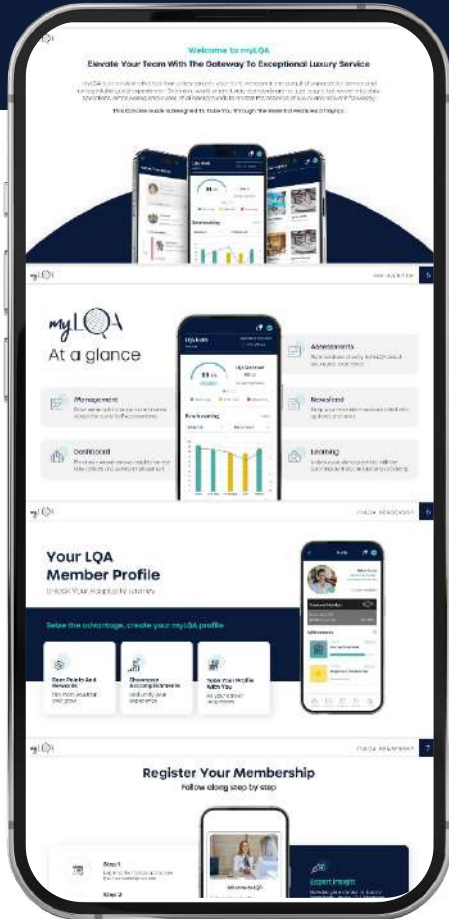




Team Member Quickstart Guide

Getting The Most From myLQA

If Reading On Mobile, This Guide Is Best Viewed In Landscape



Team Member Quick Start Guide

What You'll Get From This Guide

This short guide is intended to introduce you to the core features of the app most relevant to you as a team member.

This is not a manual or an overview of the full capabilities of the app. Additional videos and documents are available to cover the full range of myLQA features.

01

A top level look at the key features most relevant to helping you succeed

02

Basic actions to take to get familiar with the core features you'll use most

03

A sense of orientation to the LQA mobile experience



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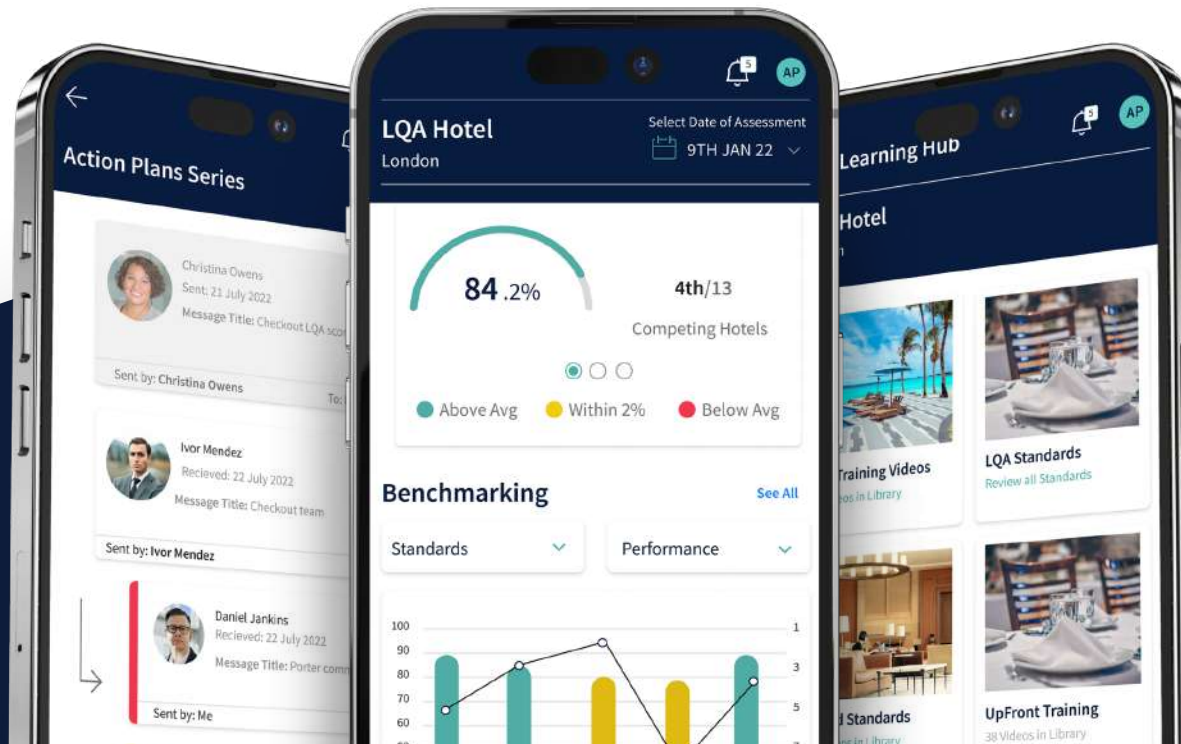


Welcome to myLQA

Succeed In Hospitality With The Gateway To Exceptional Luxury Service

myLQA is a transformative tool that unites you and your hotel in the pursuit of unparalleled service and unforgettable guest experiences. Dive into a world where luxury standards are not just taught, but woven into daily operations, empowering employees of all backgrounds to master the essence of luxury and deliver it flawlessly.

This Concise Guide Is Designed To Take You Through The Essential Features Of myLQA.



Your LQA Member Profile

Unlock Your Hospitality Journey

Seize the advantage, create your myLQA profile



Earn Points And Rewards

the more you train and grow



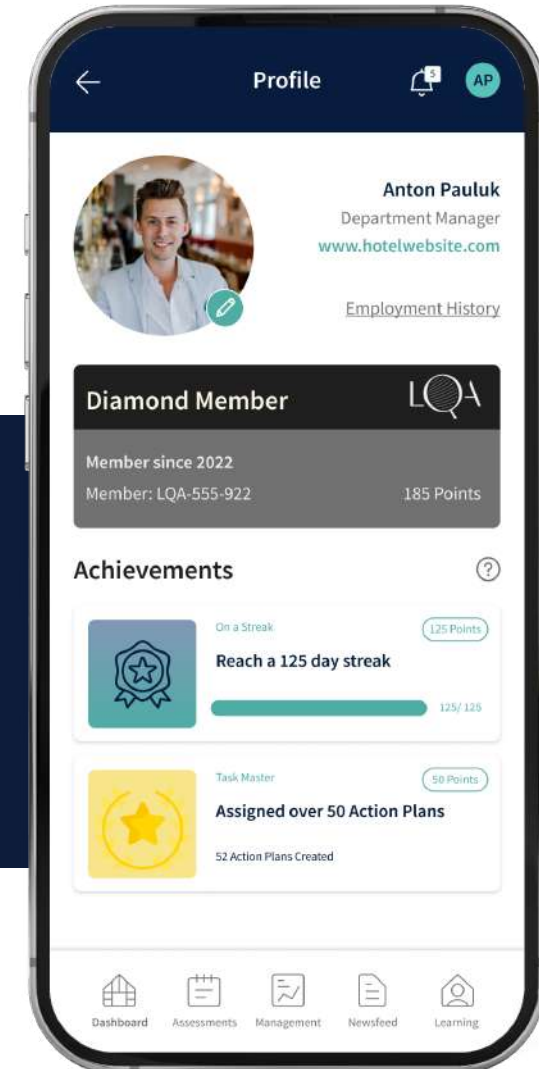
Showcase Accomplishments

and verify your experience



Take Your Profile With You

as your career progresses



Register Your Membership

Your growth. Verified everywhere you go.



Step 1

Log in to the myLQA app to see the membership screen



Step 2

Select LQA Membership to take advantage of the benefits and opportunities offered by LQA Membership.



Welcome to LQA

- ✓ Memberships are always Free
- ✓ Achieve scores, levels, and points based off your activities
- ✓ Achievements stay with you throughout your career with LQA
- ✓ LQA helps you grow your career in the luxury service industry

Create LQA Membership

[Continue as Guest](#)



Expert Insight

Elevate your career in luxury hospitality as an LQA Member. Unlock a range of benefits designed to propel your professional journey and unleash your true potential!

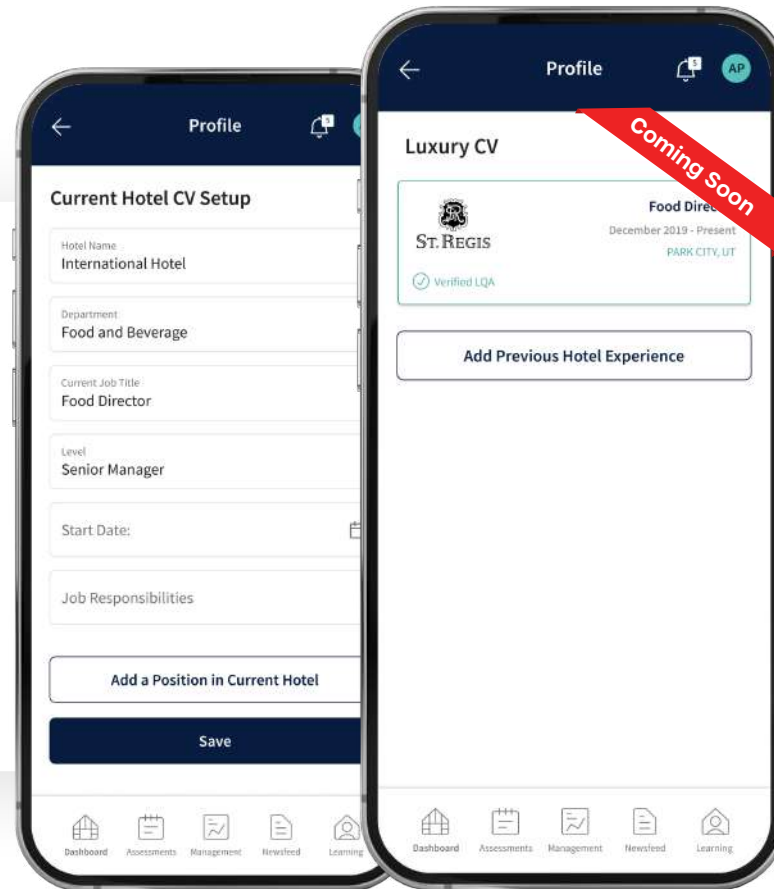
Build Your Profile

Showcase your journey one step at a time



Step 1

Follow the steps to enter your previous experience and fill in your personal profile.



Expert Insight

Gain a competitive edge by having all current & future experience at LQA-registered hotels marked as 'verified,' amplifying your professional reputation & opening doors to new opportunities.

The Learning Hub

Perfecting Luxury Service Craftsmanship

Raise The Bar

Innovative tools for continuous improvement



Training that makes the difference

Best practice luxury service education



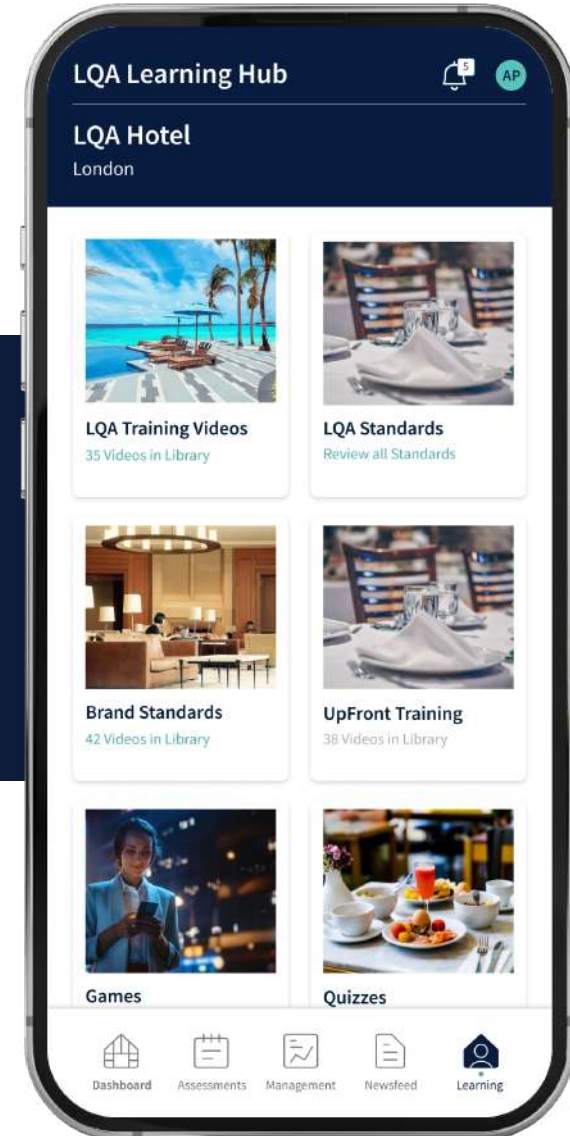
Makes Learning Captivating

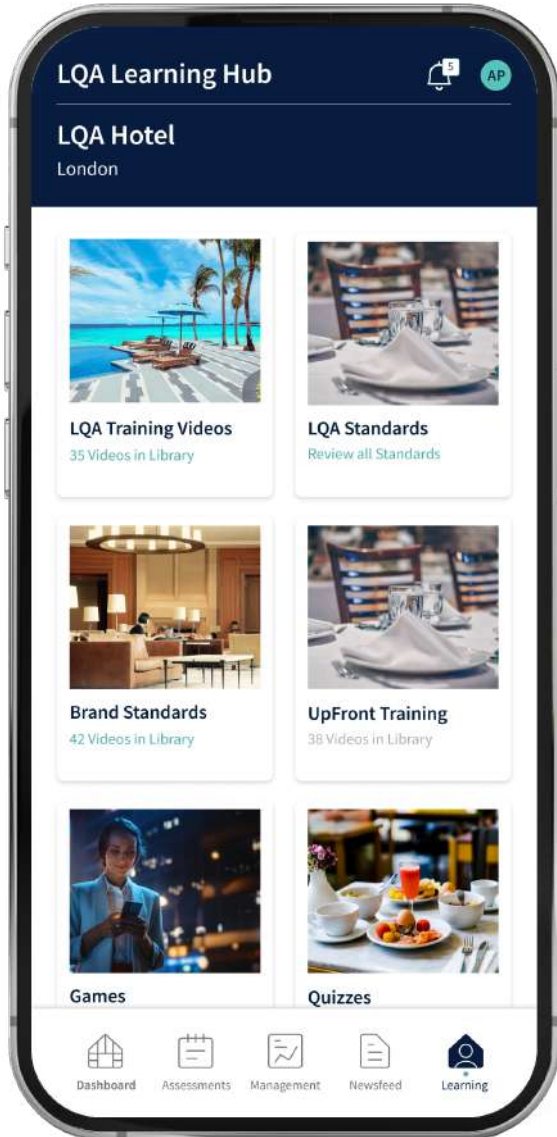
In a dynamic and enjoyable way



Easy To Stay Consistent

Training available at your convenience





Browse The Learning Hub

Utilise a robust training library for in-depth on-the-go education



LQA Training Video

35 Videos in Library

Training on-the-go



Emotional Intelligence

Make the Right Impression

Create memorable moments



Quizzes

16 Quizzes Assigned to You

Challenge yourself with exciting quizzes



LQA Standards

Review all Standards

Master LQA standards



Brand Standards

42 Videos in Library

Embrace your hotel's brand standards



Coming Soon

Games

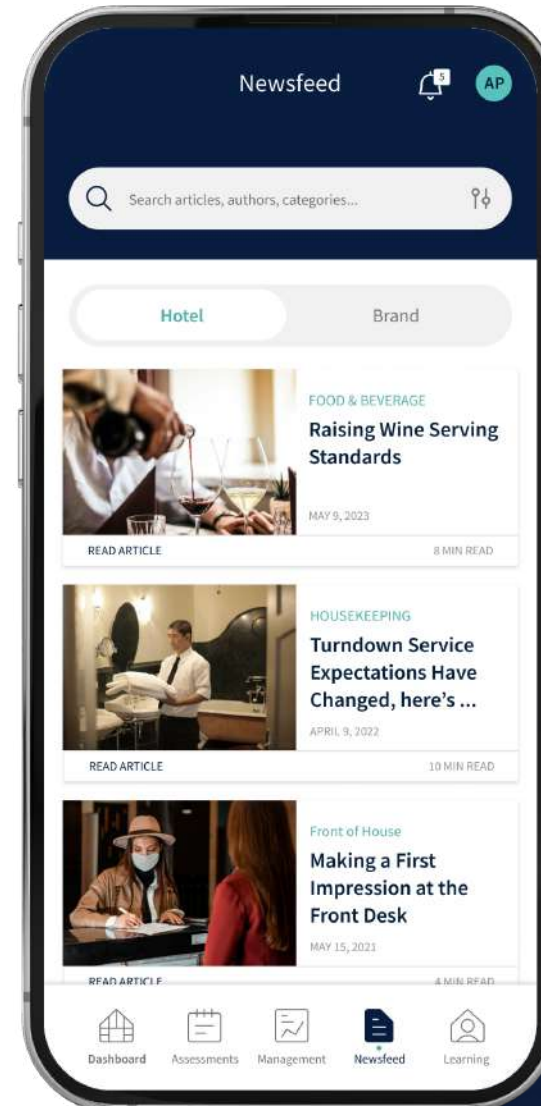
Learn and Play

The Newsfeed

Uniting teams towards excellence

The Newsfeed ensures everybody stays informed and connected. Effortlessly switch between hotel and brand level newsfeeds to view relevant updates.

Stay in the loop with important announcements, industry insights and operational updates. Unite all teams towards excellence with streamlined communication using myLQA's Newsfeed feature.



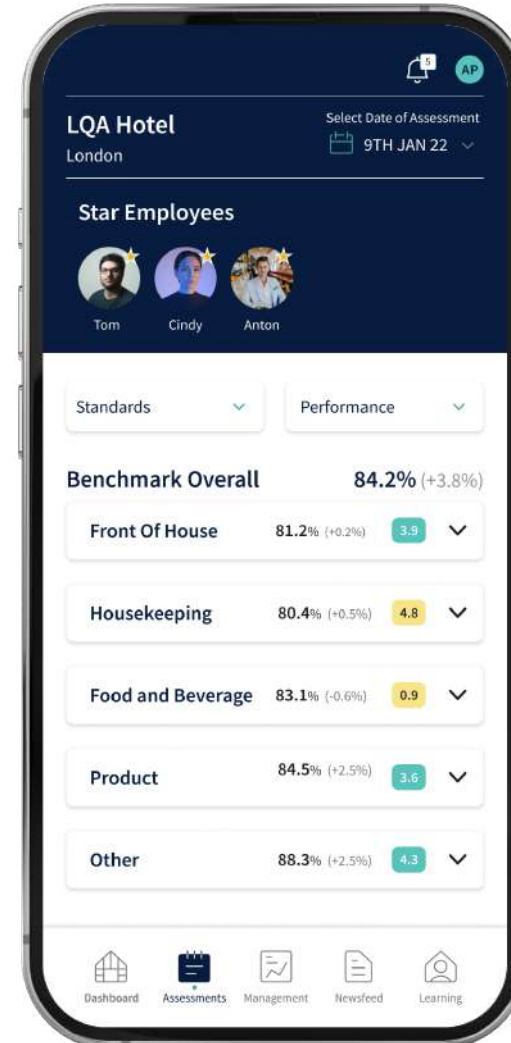
Assessments

Understand your hotel's performance

Get a comprehensive breakdown of your hotel's performance and assessments conducted by LQA consultants.

Detailed scores and insights for each department enable you to identify strengths and areas for improvement.

Access your previous assessments conveniently in one place. Stay on top of your hotel's quality standards, elevate guest experiences and drive continuous improvement with myLQA's Assessment section.



Expert Insight

Click into a department to filter by standards met or not met. Review what you need effortlessly.



Do you have additional questions?

Speak to your Hotel's LQA champion today for guidance and support