

# upfront | Emotional Intelligence

The **Emotional Intelligence** module is aimed at all employees and supervisors that come into direct contact with guests and each other. This therefore includes staff that engage in work relationships that do not necessarily involve guest relationships.

The program can also be run separately for a management group. The content is the same, with the addition of one higher level exercise during the day, and an action plan at the end of the day aimed at managing emotional intelligence.

Maximum group training numbers are sixteen delegates each day, with a minimum of six.

The **Emotional Intelligence** module is split into **six sessions**:

**Sunrise Session** – This session gives an overview of the day and outlines the overall objective of the course: *By the end of the day the delegates will be able to demonstrate and explain the key skills and thought processes required to create and engage in interactions with Emotional Intelligence in daily life.*

**What is Emotional Intelligence?** – This session introduces the key competencies of Self Awareness, Self-Management, Social Awareness and Relationship Management. The objective of this session is to be able to show an understanding of the concept of Emotional Intelligence.

**Why Emotional Intelligence Matters** – This session covers tangible, statistical examples of the impact of EI on organizations. The objective of the session is to be able to explain why Emotional Intelligence matters in business and specifically in the luxury hotel sector.

**What Emotional Intelligence means for us** – This session draws on the delegates own examples of customer experiences, and how these impacted the feelings of the customer and employee. The objective of this session is to be able to explain how delegates can improve their self-awareness.

**Emotional Intelligence** – In this session, the delegates and trainer participate in role plays relevant to the workplace and look at the subtle behaviors of guests and how to read and respond to them.

**Sunset Session** – This session concludes the day with a group exercise on mindfulness, as well as an overview of the Recipe Booklet that each delegate will receive as part of the module.

A variety of training techniques will be used during the day including discussions in the group, syndicate work and various activities, all of which are linked to the course material. The atmosphere will be relaxed and conducive to learning.

A workbook will be issued at the start of the day, containing a copy of the behavioural standards, exercises and an Emotional Intelligence Recipe booklet. The trainers will also share their real experiences of outstanding, indifferent and poor performance from front office departments, while maintaining hotel confidentiality.

# upfront | Food & Beverage Skills

The **Food & Beverage Skills** module is aimed at all employees working in the restaurant, bar, lounge and room service departments. It could also include supervisory staff, but it is not aimed at management or executive level personnel.

Maximum group training numbers are sixteen delegates each day, with a minimum of six.

The **Food & Beverage Skills** program is divided into **seven sessions**:

**Introduction** – This session gives an overview of the day and outlines the overall objective of the course: *By the end of the day the delegates will be able to rationalize, understand and implement five-star luxury service standards for breakfast, restaurant service, drink service, light meal and in room dining.*

**The Emotional Experience** – This session covers the standards relating to Emotional Intelligence, how they apply to the department and the behavioral standards that shape guests' experience. In addition, a review of the most missed standards (if applicable) is carried out as well as group work on best practices.

**Breakfast Service** – This session covers the standards relating to breakfast buffet and à la carte service, with the importance of breakfast to the guest experience emphasized. Results from previous audits are discussed (if applicable), as is best practice.

**Restaurant Service** – This session covers the standards relating to restaurant service, with an emphasis on those standards most commonly missed, why they are important, best practice and what was achieved in the most recent hotel audit (if applicable).

**Drinks Service/Light Meal** – This session covers the standards relating to serving guests in the bar and lounge as well as light meals service, with an emphasis on those standards most commonly missed, why they are important, best practice and what was achieved in the most recent hotel audit (if applicable).

**In Room Dining** – This session covers the standards relating to in room dining. The use of actual room service orders from previous quality audits provides realistic case studies and examples of best practice.

**Consolidation** – This session concludes the day and the delegates are asked to demonstrate what they have learnt. They also commit themselves to a work-based goalsetting exercise aimed at improving performance.

A variety of training techniques will be used during the day including discussions in the group, syndicate work and various activities, all of which are linked to the course material. The atmosphere will be relaxed and conducive to learning.

A workbook will be issued at the start of the day, containing a copy of the standards for each department. The trainers will also share their real experiences of outstanding, indifferent and poor performance from front office departments, while maintaining hotel confidentiality.

# upfront | Front Office Skills

The **Front Office Skills** module is aimed at all Front Office and Reservations employees that come into contact with guests including reservations agents, porters, doormen, receptionists, cashiers, concierge and telephonists. It could also include supervisory staff, but it is not aimed at management or executive level personnel.

Maximum group training numbers are sixteen delegates each day, with a minimum of six.

The **Front Office Skills** program is divided into **seven sessions**:

**Introduction** – This session gives an overview of the day and outlines the overall objective of the course:

*By the end of the day the delegates will be able to rationalize, understand and implement five-star luxury service standards for reservations, porter/doorman arrival and departure, check-in, check-out and guest services/concierge.*

**The Emotional Experience** – This session covers the standards relating to Emotional Intelligence, how they apply to the department and the behavioral standards that shape guests' experience. In addition, a review of the most missed standards (if applicable) is carried out as well as group work on best practices.

**The Reservations Experience** – This session covers the standards relating to reservations, with an emphasis on those standards most commonly omitted, a look at industry best practice and what was achieved in the most recent hotel audit (if applicable).

**The Arrival Experience** – This session covers the standards relating to the arrival process for porters, doormen and receptionists, with an emphasis on those standards most commonly missed, why they are important, best practice and what was achieved in the most recent hotel audit (if applicable).

**The Departure Experience** – This session covers the standards relating to the departure process for porters, doormen and receptionists, with an emphasis on those standards most commonly missed, why they are important, best practice and what was achieved in the most recent hotel audit (if applicable).

**The Guest Services Experience** – This session covers the standards relating to guest services and concierge. The use of real experiences from previous quality audits provides ideal case studies and best practice is discussed. The importance of local product knowledge in relation to tourism, entertainment, cuisine and events is emphasized.

**Consolidation** – This session concludes the day and the delegates are asked to demonstrate what they have learnt. They also commit themselves to a work-based goalsetting exercise aimed at improving performance.

A variety of training techniques will be used during the day including discussions in the group, syndicate work and various activities, all of which are linked to the course material. The atmosphere will be relaxed and conducive to learning.

A workbook will be issued at the start of the day, containing a copy of the standards for each department. The trainers will also share their real experiences of outstanding, indifferent and poor performance from front office departments, while maintaining hotel confidentiality.

The **Guest Care** module is aimed at all employees and supervisors that come into direct contact with guests and each other. This therefore includes staff that engage in work relationships that do not necessarily involve guest relationships. The program can also be run separately for a management group.

Maximum group training numbers are sixteen delegates each day, with a minimum of six.

The **Guest Care** program is split into **eight sessions**:

**Introduction** - This session gives an overview of the day and outlines the overall objective of the course: *By the end of the day the delegates will have developed a thorough understanding of what luxury is, who luxury guests are and what their expectations are. They will also be able to apply guest relations' skills and team working techniques to improve interactions. Finally, they will have acquired basic skills to help them with complaint handling.*

**What is luxury?** – This session is focused on the meaning of luxury and the expectations associated with it.

**The Hotel** – This session is focused on how the hotel is perceived by both the employees and the guests, with a practical exercise on guests' perception that looks at how expectations are created.

**The Guests** – This session looks at the different types of guests, their expectations, their common denominators and how to deal effectively with them every day.

**Standards as Expectations** – This session looks at how the standards are created and how they embody guests' expectations and why.

**One Team** – This session is focused on how teams make decisions collaboratively and effectively, through a practical exercise.

**Complaint Handling** – This session looks at complaints, their nature and how to handle them using simple steps.

**Consolidation** – This session concludes the day and the delegates are asked to demonstrate what they have learnt. They also commit themselves to a work-based goalsetting exercise aimed at improving performance.

A variety of training techniques will be used during the day including discussions in the group, syndicate work and various activities, all of which are linked to the course material. The atmosphere will be relaxed and conducive to learning.

A workbook will be issued at the start of the day. The trainers will also share their real experiences of outstanding, indifferent and poor performance from front office departments, while maintaining hotel confidentiality.

# upfront | Housekeeping Skills

The **Housekeeping Skills** module is aimed at all Housekeeping employees including room attendants, porters, valets and laundry attendants. It could also include supervisory staff, but it is not aimed at management or executive level personnel.

Maximum group training numbers are sixteen delegates each day, with a minimum of six.

The **Housekeeping Skills** program is split into **five sessions**:

**Introduction** – This session gives an overview of Upfront Training and outlines the overall objective of the course:

*By the end of the day the delegates will be able to rationalize, understand and implement five-star luxury service standards for housekeeping arrival, daytime servicing, evening turndown and guest laundry.*

**Arrival** – This session is mainly practical, with delegates checking an arrival room. The idea is to put the employees in the position of the guest and an inspector to see what they are looking for and to develop a better understanding of the standards. In addition, delegates look at industry best practice and what was achieved in the most recent hotel audit (if applicable).

**Servicing/Turndown** – This session sees delegates looking at how the LQA standards differentiate a four/five-star hotel from a luxury five-star property. Once again, the delegates visit a bedroom, where a mock-up servicing is carried out, as well as a turndown. In addition, how to interact with guests is discussed and the delegates look at industry best practice and what was achieved in the most recent hotel audit (if applicable).

**Guest Laundry** – The laundry standards are discussed, and photographic best practice examples of laundry presentation are shown.

**Consolidation** – This session concludes the day and the delegates are asked to demonstrate what they have learnt. They also commit themselves to a work-based goalsetting exercise aimed at improving performance.

A variety of training techniques will be used during the day including discussions in the group, syndicate work and various activities, all of which are linked to the course material. The atmosphere will be relaxed and conducive to learning.

A workbook will be issued at the start of the day, containing a copy of the standards for each department. The trainers will also share their real experiences of outstanding, indifferent and poor performance from front office departments, while maintaining hotel confidentiality.

