

HOTELIERTM

EXCELLENCE

'Excellence is not an act, but a way of life'

In the hospitality industry, understanding the customer, being able to perceive their needs in advance, and delivering on them is key to the success of any Hotel. Now, more than ever, the customer is at the centre of our business.

Hotel teams need great **self-confidence, excellent communication, higher guest perception and problem resolution** skills to allow them to deliver outstanding levels of service.

Many guests today are well travelled and seasoned users of hotels and restaurants. Quite often they are more experienced in this way of life than the people who are serving them.

How do we help these hotel team members to *perceive the guest* and know what will deliver the highest level of guest satisfaction for each and every individual?

We believe that along with the operational training and 'skill set', given the right '*mindsight*', your team can achieve the success they and you deserve.

"The content of the course is totally applicable to a hotelier's needs. The topics covered can be easily used by the team not only for guest interaction but also in their daily operation with their team and supervisors. It surely gives an opportunity to solve and connect with the other person better; build rapport and more effective communication."

GM Operations Boutique Hotel group

What is Hotelier Excellence™?

Hotelier Excellence™ is a new, refreshingly different and intensive Professional Development Programme delivered through Training Workshops and Personal Coaching by Aurora Hospitality.

The Hotelier Excellence™ Programme has been designed specifically to provide a hotel's team with a sustainable transformation in the 3As™.

Awareness – Attitude – Approach

The Programme focuses on 'mindsight' and leadership development - which when applied will directly impact revenue and enhance guest experience.

Hotelier Excellence™ was launched in 2017 and has already proved to provide excellent results for Hotel management and staff who have received this specialist training and coaching.



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How Does Hotelier Excellence™ Work?

By implementing Tools and Techniques that influence shifts in Awareness – Attitude – Approach (the 3As™). These empowering techniques directly impact the individual's mindset

- How they think;
- How they communicate; and
- How they operate and lead.

Applying the 3As™ enables them to increase self-initiative, take ownership, and enhance personal performance when working towards the end goal - profit via guest satisfaction – an absolute Win-Win.

Why the 3As?

3As are the key components when impacted directly lead to achievement of results, success and excellence.

Our methods and models perfectly suited for development of hospitality professionals.

They make a significant impact on the way they approach their business, and lead to newer ways for professional and personal development.

It assists learners to identify their present position and compare it to where they want to be...and provides tools to bridge the gap.

How does it work in practice?

In very simplistic terms it is an enhanced form of 'mindsight' training – gaining insight into the mind.

When applied effectively, it enables the brain

- to automatically respond to real-world problems and situations;
- acknowledge that aspects can be changed in order to create improvements and
- suggest the most practical and effective technique for doing so.

The hospitality industry is, in fact, the most people driven business. There is a real NEED to be fulfilled, not just with guests satisfaction but with internal personnel as well.

Benefits of Hotelier Excellence™:

- Better understanding of Guest Perspective and what REALLY creates guest satisfaction.
- Holistic business perspective – identifying leaks in revenue and fixing them
- Develop your and your team's 'Growth Mindset'
- Make the most of your day – prioritise what's important.
- Gaining knowledge of 'what works for the guest'.
- The power and importance of Feedback – how to implement the system for it.
- Methods and Tools to manage your own behaviours in difficult situations.
- How to create new empowering habits to boost your professional (and personal) life.
- And a lot lot lot more.....



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People speak :

"The Hotelier Excellence programme was very good. Please keep more of these! Will apply the same to my hotel operations from the outcome of these sessions"

Food & Beverage Manager, Airport Hotel

"The training is very relevant to our area of work in the hotel industry. It encourages us to think differently and look for solutions when we are staring at the problem...and also not to over analyse the situation(as I tend to do). Moreover the learnings can be easily applied to my area of work based on the specific situations and examples that were sited."

Director of Sales, Kerala Luxury Hotel

"Almost everything shared and experienced during training, was involved in my day to day work. The exact terminology to that situation or action or reaction was missing, but after this training could analyse and understand guest & those situations in far better way. Apart from that, knowing different body language to know your guest and building rapport with them has been very helpful and which has ultimately pushed my confidence to next level."

Director of Sales, Mumbai Business Hotel

"The training is great and am now looking forward to the Certification Course"

L & D Manager Boutique Hotel Group

"The training was at the right time as we require it! I have just joined the company and it is a great start with a very worthy training. The way of training was absolutely in an excellent way and presentations were quite understandable. Will definitely apply in my area of operation and pass down the line to the team."

Executive Chef, Kerala Luxury Hotels

More testimonials on the programme are available at

<http://aurora-hospitality.com/hotelier-excellence/testimonials/>

Book a Training / Workshop

Call us on +44 7768707150 or write to us at amisha@aurora-hospitality.com

