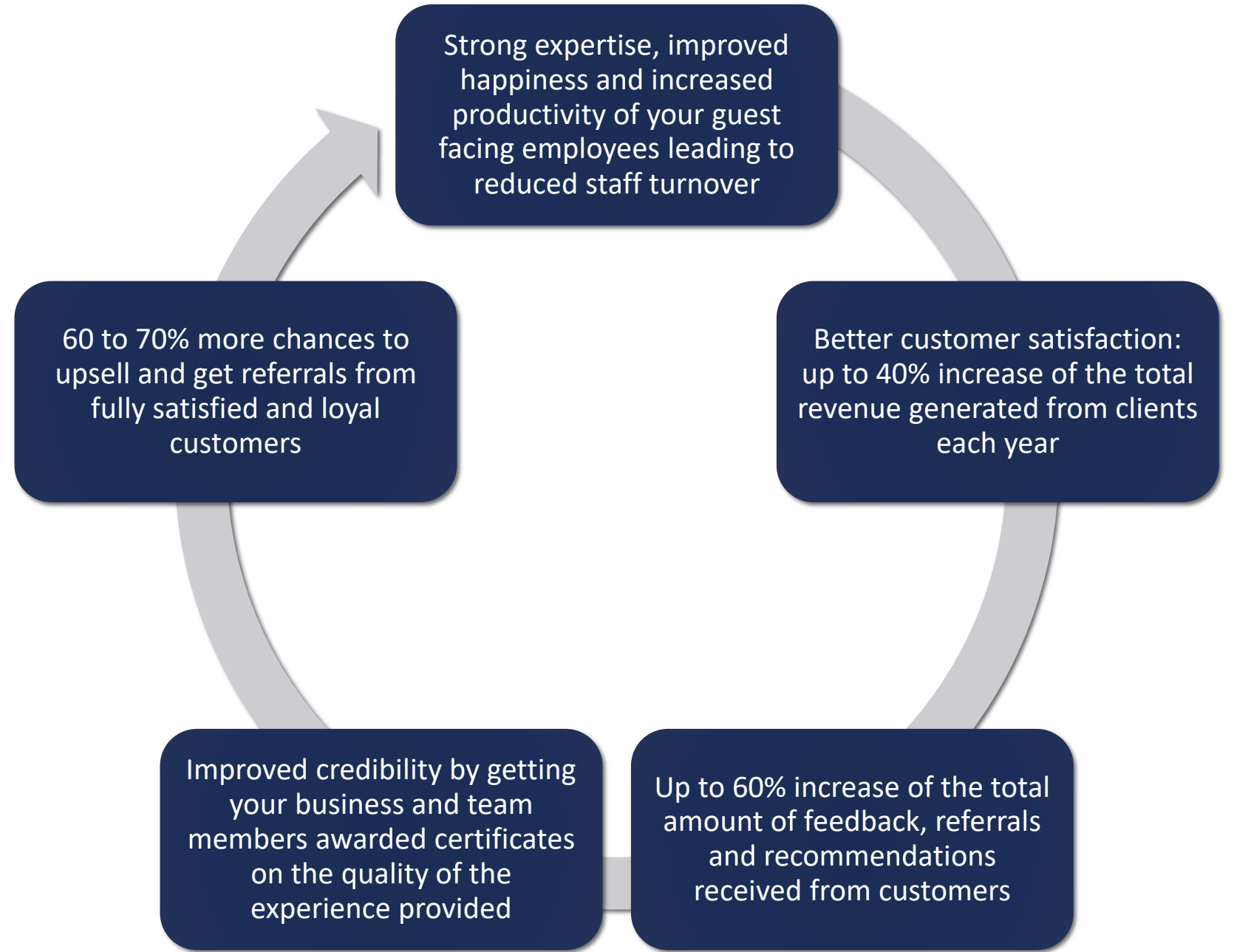


Successfully turning your Talents into Real Brand Ambassadors



What solutions do we provide?





Bespoke Hospitality Programmes

What does it include?

- From 3 to 5 Training courses delivered weekly, bi-weekly or monthly
- Each course converted into a 3-hours session each
- Each course made bespoke based on your own needs
- Applicable individual takeaways shared at the end of each course
- Personal assignments and post-course activities to do after each course
- 121 sessions with the managers between each course to ensure consistency



Standard Hospitality Programme

3 courses delivered daily, weekly or monthly

Session 1

Delivering an exceptional customer experience on a consistent basis

Session 2

Conflict management – the keys to success to conflict resolution

Session 3

Understanding and applying the core values of Leadership



Advanced Hospitality Programme

All courses delivered daily, weekly or monthly

Session 1

Customer Success: Get all the basics right and enhance your customer experience

Session 2

Delivering an exceptional customer experience on a consistent basis

Session 3

Conflict management – the keys to success to conflict resolution

Session 4

Understanding and applying the core values of Leadership

Session 5

The keys to success to continuous improvement



How to get in touch?

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LinkedIn:

Pierre Bauzee

Free discovery call:

<https://calendly.com/beyondsatisfaction/30min>