



TRAINING PROGRAMS

OVERCOMING THE ODDS

Learn the dynamics of utilizing the strengths of the millennial generation to overcome the odds within your organization. This bright, cheery generation is well-adjusted and ready to step up to the plate. Strategies include how to create leader/managers eager to produce a profit.

THE DYNAMICS OF POWER TRAINING

This presentation for managers and trainers includes techniques for mastering specific skills identified in five star service standards. Techniques for creating powerful training programs provide valuable resources used by leading hospitality speakers and trainers.

THE ART OF MASTERING HOSPITALITY

The word hospitality in the Greek means, the love of strangers. This dynamic presentation creates the desire to pursue hospitality mastery as the message delivers enthusiastic inspiration even for seasoned veterans.

EVERYONE IS A CONCIERGE

The expectations of the guest today have reached new levels for VIP's. This program presents the secrets of the premiere concierge experts reaping huge profits for the organizations they represent. Strategies, systems and processes presented provide valuable resources for easy implementation.

CREATING CHAMPIONS

Creating champions is a learned skill. This powerful presentation describes the methods for establishing total optimism and reversing negative attitudes. Examples for managers provide the easy implementation even at peak operating periods.

DEVELOPING TEAM EXCELLENCE

Team excellence is created by speaking the truth in advance and emphasizes the strength of each teammate. Great coaches encourage breakthrough performance through specific strategies presented in this program.

PREFERRED EMPLOYER STATUS

This program is full of current resources preferred employers implemented to recruit, hire and retain the best human resources available today. Learn how they have dramatically reduced turnover, workman's compensation, sick leave and labor costs while increasing profitability.

ALTERNATIVE REVENUES NOW!

This valuable program presents fresh new ways to create alternative revenues the hospitality industry may have overlooked. Luxury services, entertainment, culinary/hospitality services are among the list of new alternative revenues.

PROGRAM FORMATS

The above presentations can be formatted to fit any convention, meeting or conference agenda. Overview presentations of each are thirty minutes to one hour. Full workshops are three hours, full day or three-day workshops. All materials may be customized with corporate logo and biographical information and are produced hard-bound. Audio-video taping services are available for select presentations.

Additional recognition awards, incentives and program gifts are available.