

SERVICE SPECIALIST











IS COMING TO YOUR MARINA!

in partnership with *La Belle Classe Academy*
by the Yacht Club de Monaco

A diverse weekly program specifically designed for all crew in your marina so you can discover the best version of yourself.

WEEKLY PROGRAM

DAY		
	SERVICE SPECIALIST ESSENTIALS	SERVICE SPECIALIST ADVANCED
1	 Hospitality Dynamics	 Hospitality Dynamics
2	 International Standards	
3	 Guest Service TO THE MAX	
4		 Table WOW Factors
5		 Guest Service EXTRAVAGANZA



SERVICE SPECIALIST ESSENTIALS

We will come to you this season and offer you an opportunity not to be missed. This course is for the steward/ess that has wondered about service, learned from different people along the way, however never been sure what the International service standards are. Wait no longer, join us and be knowledgeable and confident in the future.

Day 1, 2 & 3



SERVICE SPECIALIST ADVANCED

You have been in the industry and have loved every minute of it. You have climbed the ladder or are looking to do so. You are excited and motivated and always looking to learn more!

Come and join us. We will inspire you and lift your skills to the next level.

Day 1, 4 & 5

DAY 1

'A very powerful way to get to know how you and others are wired'

The first day it is all about getting to know yourself better, for this we use Hospitality Dynamics, a skills and strengths personality questionnaire based on discovering your natural inherent energy.

Via Hospitality Dynamics you will experience how to play your natural talents and abilities and become more aware and alive.

Furthermore you will discover ways to understand the other natural energies in people, you will learn how to use this to your advantage with your own leadership style.

Accredited through Entrepreneurs Institute

DAY 2: INTERNATIONAL STANDARDS

There is much skill and knowledge required to be able to maintain a luxury yacht, cruise ship, estate, villa or hotel with all its valuable assets. In this crash course we will discuss all there is to know about service standards, service plans, communication, dealing with different nationalities, etc.

DAY 3: GUEST SERVICE

An experience in which you will be serving "guests" during breakfast, lunch & dinner. You will be a guest yourself during 1 of these meals, ensuring you experience both sides. We believe that you must "feel" service and what better way than enjoying great service with your peers. We explore different types of service, including silver service, throughout the day and continuously evaluate the progress together. We inspire confidence and look forward to introducing you to The Art of Service. Service Specialist

DAY 4: TABLE WOW FACTORS

How to WOW your guests with an incredible table setting? Join this day and learn all about the tips and tricks to make it just a little extra special. A day to remember. We will provide your insight in the Art of table scaping and introduce you to techniques and products that will impress your guests.

DAY 5: GUEST SERVICE EXTRAVAGANZA

An experience in which you will be serving "guests" during breakfast, lunch & dinner. You will be a guest yourself during 1 or 2 of these meals, ensuring you experience both sides. We believe that you must "enjoy" service and what better way than providing great service with your peers. During this day we are adding table side elements that WOW your guests. You will be introduced to techniques, tips & tricks that enhance any service experience. Whilst you go through the exercises, you will be inspired to think out of the box bringing together your experience, the learning in the last days and your imagination.

Accreditation & certification:

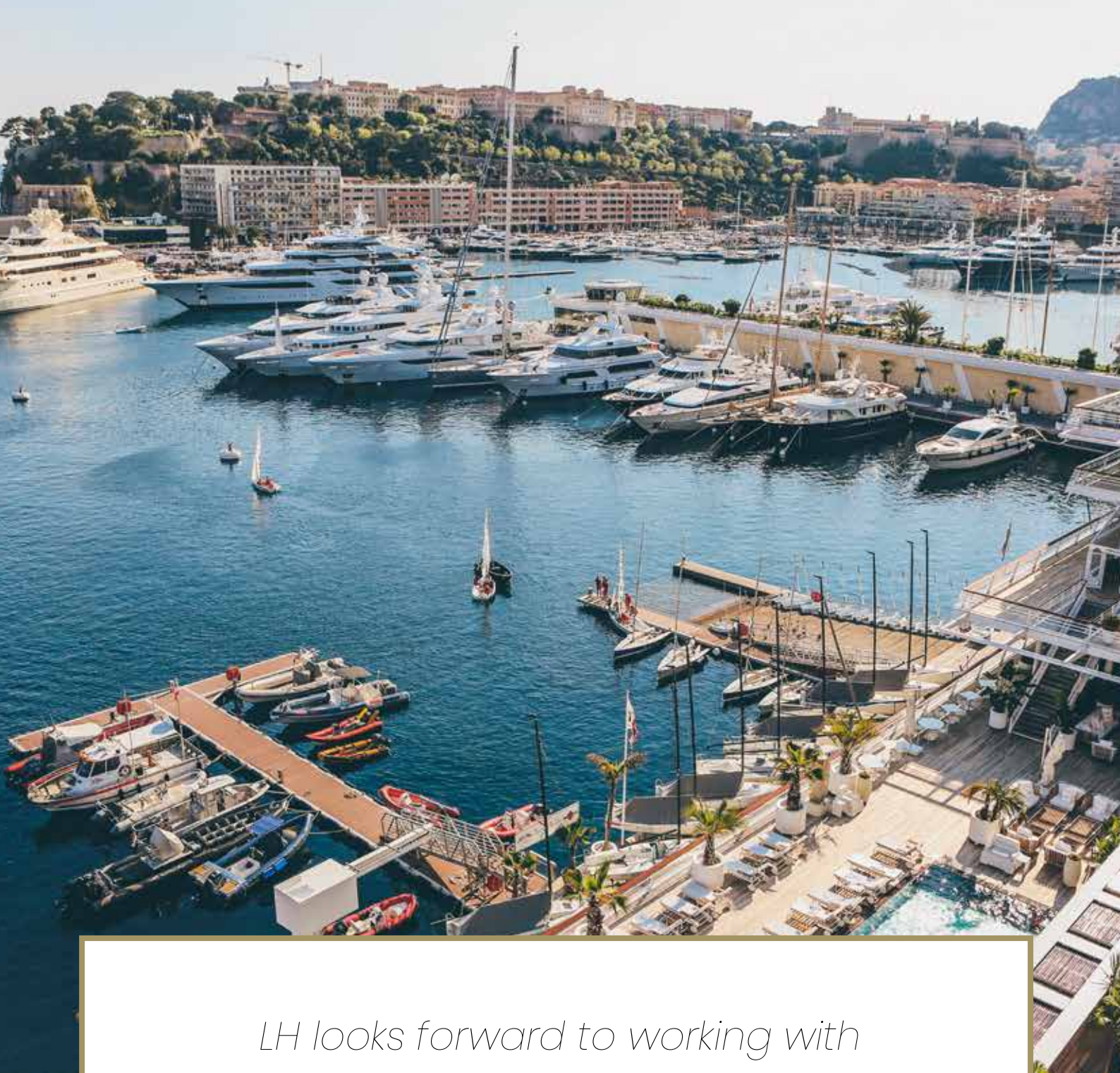


LUXURY HOSPITALITY



3-day program: € 1,725 per person

5-day program: € 2,875 per person



LH looks forward to working with

La Belle Classe
Academy
by the *Yacht Club de Monaco*



YCM Marina