



TRAINING PROGRAM TOP LEVEL GUEST SERVICE



b. Consulting

Hospitality & Hotel Solutions
South-East Asia



BE MORE COMPETITIVE

Learn quickly the fundamental lessons of the hotel industry, Respect the international process,



GUEST PRIORITY

The ability to work together as a team to deliver consistent service.



OUR TRAINING PROGRAM

How to provide exceptional service within a time limit and in accordance to hotel SOPs (Standard Operation Procedures).

Advanced upselling skills (which is very important for your revenue managment).

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ABOUT OUR TAILOR-MADE TRAINING PROGRAM



TAILOR-MADE

The sample of the training program below was created last year for a 5 stars hotel based in Siem Reap. This hotel has 242 rooms and more than 250 staffs.



ENFORCE THE SKILLS

After 10 years operation and the recruitment of one new General Manager, our client ask-us to develop a short training program during the low season. Objectif of this training was to prepare the peak season.



CORPORATE SOCIAL RESPONSIBILITY

To avoid the staff-turnover in this hotel, we had recommend to our guest to select the best staff in each department and we created a special training to encourage the skills development.

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THE PROGRAM BELOW IS AN EXAMPLE OF OUR METHODOLOGY
WE CREATE A TAILOR-MADE PROGRAM FOR EACH MISSION



90 minutes to be more efficient in my work.



The training is dynamic, we are no longer at school. I am here to perfect myself and deepen my knowledge.



Scenario, concrete examples as
in real work life.



Quick exam , I control my knowledge,
I know where I am.



I have a question, I can contact the consultant
between two sessions.

OPTION 1

Management - F&B Service - Front Office



Management



12 peoples
8 hours



F&B Service



10 peoples
24 hours



Front Office



10 peoples
24 hours

OPTION 2

Management - F&B Service -
Front Office - Housekeeping



Management



12 peoples
8 hours



F&B Service



10 peoples
24 hours



Front Office



10 peoples
24 hours



Housekeeping



10 peoples
24 hours

OPTION 3

Full Management - F&B Service -
Front Office - Housekeeping - F&B Culinary



Management



12 peoples
24 hours



F&B Service



10 peoples
24 hours



Front Office



10 peoples
24 hours



Housekeeping



10 peoples
24 hours



F&B Culinary



10 peoples
3 hours



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