

BUREAU D'IMAGE

LUXURY CODE MANAGEMENT

How can you embody your know-how and pass on these codes to your teams? It's a truism that you can't learn to manage luxury codes anywhere.

This flagship module from Bureau d'Image provides department heads with the tools they need to embody and manage these issues on a daily basis.

Public :

Hotel or service staff working with customers.

Prerequisites :

No prerequisites - It is recommended to take note of our roadmap to anticipate the success of the training.

Operational objectives :

To manage and supervise the professional behavior of employees so that they meet the requirements of the hospitality profession and the employing establishment.

Program :

Reminder of codes and customer relations in the luxury world

Adopt a managerial posture based on the skills of your employees.

Learn to embody extreme simplicity in precision.

Demonstrate - Teach - Supervise - Encourage knowledge transfer - Delegate

Managing stress

Master the various tools for managing stress:

-ventral breathing

-Li 4 acupressure points

-Nei Guan acupressure points

-emotional release techniques

-countdown restart

-circles of concern.

Reframing an employee

Use the NVC (Non-Violent Communication) method through its 4 thousands which are observation, feeling, need and request.

Better adapt to the personality of your collaborators

Know the Big Five and follow a number of recommendations.

Methods used :

Case studies, role-playing, participative teaching.

BUREAU D'IMAGE

Access : To be agreed together, please consult us, we will reply within 48 hours.

All our training courses take place on our partners' premises.

Duration : 1 day of 7 h including 2 sessions (2 x 3h30).

Price & special conditions: Please contact us.

We systematically adapt our offer to suit your standards, values, training paths and locations: we undertake to send you a personalized offer within 48 hours.

Evaluation methods: A self-assessment questionnaire is sent to participants via the EduSign platform. One month later, a second cold questionnaire is sent to learners, again via EduSign. The trainer will also confirm the acquisition of skills by the learners. A certificate of completion will be generated on the basis of the participant's attendance and assessment.

Teaching resources will be sent to participants by email via the EduSign platform.

Trainer expertise: Selected trainer certified and validated by Bureau d'Image.

If you have a disabled employee you'd like to involve in one of our training courses, let us know: we'll do our utmost to find a suitable solution.

Nota Bene: We strongly recommend a pre-training audit and post-training operational coaching.

Contact us :

Email : contact@bureaudimage.com

Our switchboard : 06 19 78 95 35

Document updated in June 2024.