

# BUREAU D'IMAGE

## THE FUNDAMENTALS OF LUXURY HOSPITALITY

Hospitality is fundamental in the luxury hotel industry and in high-end service professions.

Our training on the fundamentals of hospitality in the luxury sector enables participants to adopt the right posture and better master the right codes to guarantee a customer welcome that lives up to expectations.

### Public :

Hotel or service staff working with customers.

### Prerequisites :

No pre-requisites - It is recommended that you take note of our roadmap to anticipate the success of the training.

### Operational objectives :

Adopt professional behavior that meets the requirements of the host profession and the employing establishment.

The world of luxury :

Define luxury:

Exercise using our luxury interviews (see [Bureaudimage.com](http://Bureaudimage.com)).

The importance of the first image.

Develop your verbal and non-verbal communication:

The posture to adopt, the phrasing to master.

Deciphering the customer :

Creating a privileged relationship at first contact:

Role-playing using the On-Off communication technique.

4 situations to illustrate interactions.

Luxury quiz:

Fun luxury challenge in teams (test your luxury knowledge).

Each employee commits to implementing a concrete action to improve reception.

Everyone commits to a collective commitment: helping each other, passing on information.

Methods used :

Case studies, role-playing, participative teaching.

Access : To be agreed together, please contact us. We will reply within 48 hours.

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

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

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Rates & special conditions : Please contact us.

Systematically adapting our offer to suit the standards, values, pathways to design and training places. We will 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 who would like to take part in one of our training courses, let us know and we'll do our utmost to find a suitable solution.

Nota Bene: We strongly recommend a pre-training audit and operational coaching coaching at the end of the training.

Contact us :

Email: [contact@bureaudimage.com](mailto:contact@bureaudimage.com)

Our switchboard: 06 19 78 95 35

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