



Pre-opening Communications Training Creating Luxury 5-star Culture in your Team

When opening a brand-new property, it is essential to instil into your team the key skills needed to create a culture of genuine luxury, so that from the moment you open your doors, the guest experience is immediately seamless and exceptional.

Impact London's extensive experience in the London luxury hospitality market has enabled us to create a suite of courses that we feel are perfect to help you achieve this: a series of short sessions designed to cultivate and enhance your new associates' communication skills, and establish a sense of true luxury service across your whole team.

All of these sessions revolve around 'Active Practice' roleplay with our team of facilitators, so that the key skills are immediately brought to life for the participants in an engaging, dynamic and memorable way.

Exceptional Guest Engagement

3 HRS

The aim of this session is to help develop the essential communication skills necessary to deliver an exceptional emotional experience to every guest. The core objective is to enhance your new team's ability to engage with guest in an open, genuine and individual manner. In addition, the training will boost the participants' confidence in carrying out everyday guest interactions through inspiring and personalised engagement skills. This course provides a focused demonstration of the key communication tools needed for creating a welcoming and indulgent environment, and ensuring your new guests enjoy a truly exceptional experience

Assertive Conflict Resolution

3 HRS

This session is designed to give those new team members who are in positions of responsibility the language and communication skills necessary to prevent, manage and resolve conflict. In addition, it is designed to develop and enhance the individual communication skills necessary to carry out their new role with confidence and self-assurance. It focuses on handling potential communication challenges, and providing the participant with the skills and confidence to effectively manage any situation in an assertive and constructive manner, focusing on the conflict situations most commonly encountered by guest-facing team members.

Management Communication Skills – Connecting the Team

VARIABLE

The objective of these sessions is to develop and reinforce participants in hotel management positions with the key communication skills necessary to effectively perform their duties. In addition, these short sessions will focus on developing a sense of rapport, both within the management team and the individual departments. The aspects covered will be tailored to the individual hotel, and can include communicating clearly with staff, constructive staff motivation techniques and dealing objectively with initial teething issues in the team. In addition, the course builds on personal impact skills to ensure an assertive and confident management performance.

Emotional Fluency**3 HRS**

The objective of this short course is to help your new team members understand the key concept of Emotional Intelligence, and develop the practical communication skills necessary to effectively employ the key elements in every personal interaction. The core aim to enhance their ability to engage with others in an open, genuine and individual manner. In addition, the training will boost the participants' confidence in carrying out every-day interactions (with both clients and colleagues) through inspiring and emotionally-aware engagement. The key to this session is to create a positive and constructive working environment for your new team members, and establish a truly exceptional hotel culture from day one.

Meeting the Challenge of the 'New Hospitality' Sessions

The aim of these 3 supplementary sessions is to develop your new team's ability to operate in a confident, assertive and knowledgeable manner in the Covid-era, as well as to be able to inform, advise and reassure their guests of the protective steps being taken.

Physical Distancing, Protective Measures & Confident Guest Engagement **3 HRS**

The session focuses on handling the new communication challenges and difficult situations that will stem from physical distancing and other safety measures related to COVID-19.

The course will provide the participants with the skills and awareness to confidently and assertively manage any client situation they may encounter which are affected by these measures, to ensure the wellbeing of the guests is paramount.

Front-Line Housekeeping – Assertive Guest Interactions **3 HRS**

In the new hospitality, Housekeeping will take on a far greater level of importance in engaging and informing their guests. This session focuses on providing your new Housekeeping team with the confidence, terminology and English language skills needed to reassure and support the hotel's guests.

Emotional Resilience – Handling Stress Effectively **3 HRS**

The world of Hospitality will be very different from how it was before, and for new teams there will be the added stress of new properties, colleagues and procedures. The aim of this session is to examine the causes, effects and symptoms that stress has on the individual, and how to recognise these both in themselves and in their colleagues. In addition, the session will develop key techniques and steps for overcoming or conquering the negative reactions to everyday stress and anxiety.