



## 5 PILLARS OF HOSPITALITY TRAINING

FACILITATORS: MICHELLE A. RIKLAN & ANNETTE WHITTLEY

### HOSPITALITY SERVICE TEAM TRAINING

IF YOU ARE THE LEADER OF YOUR DEPARTMENT, THIS PROGRAM IS FOR YOU AND YOUR TEAM

Due to circumstances beyond everyone's control, the world recently took a pause and many of you were not able to perform your regular duties. As communities and businesses begin to re-open now is the perfect opportunity to "refresh" at the same time. Refresh your training, your standards and your hospitality skills. Whether you have a seasoned team, or brand-new interns, this program covers the fundamentals of hospitality excellence. Topics include teamwork, listening, problem solving, handling complaints and how to do this with grace and a hospitality heart. **Michelle A. Riklan & Annette Whitley** of **KOPPLIN KUEBLER & WALLACE** facilitate this action packed one day program with an engaging, down to earth, fun approach which draws on their combined decades of experience in the industry!

#### TARGETED FOR

- Member-Facing Front-Line Employees
- Concierge
- Fitness & Wellness
- Food & Beverage
- Golf Operations
- Greeters (include security, front desk)
- Racquets Operations
- Valet

#### GOALS OF THE DAY

Provide all front-line guest/member facing team members with a foundational working toolkit of skills to deliver natural, engaging hospitality to your members and guests. This day is an excellent refresher for seasoned professionals and a must attend for all new team members.

#### PRICING

1/2 Day (4 Hours )with 2 Facilitators  
*Three Pillars Covered*  
**\$3000 plus expenses**  
Full-Day (8 Hours) with 2 Facilitators  
**\$4000 plus expenses**  
Multiple-Days  
**Custom pricing**

Social distance approved floor plans and cleaning guidelines for any onsite learning. All sessions are available as online training.

# KOPPLIN KUEBLER & WALLACE

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[WWW.KKANDW.COM](http://WWW.KKANDW.COM)

[MICHELLE@KKANDW.COM](mailto:MICHELLE@KKANDW.COM) | [ANNETTE@KKANDW.COM](mailto:ANNETTE@KKANDW.COM)