

Inclusive Guest Safety Excellence

About this course:	This course is for hotel and serviced apartment staff who are looking to provide an outstanding Inclusive Guest experience.
Who is it for?	All hotel staff including front desk, concierge, security, reception, food and beverage, sales and marketing and housekeeping.
Duration:	3.5 hours
Bespoke or off-the-shelf	This is a standard course for all accommodation providers. The course will focus on the hotel or serviced apartment sector depending on your property.
Delivery method	Virtually or in-person
Learning Objectives:	<p>On completion of this course, delegates will be able to:</p> <ul style="list-style-type: none"> • Identify the risks needs, desires and risks facing different types of guests. • Understand why guest inclusivity is important and a legal requirement. • Understand about the different guest touchpoints across the entire property and each department. • Implement new safety and risk mitigation strategies to protect both staff and guests. • Become an ambassador for diversity, equity and inclusion. • Design actionable solutions to improve the guest experience. • Deal with problems effectively provide the guest with the best outcome. • Positively influence guest satisfaction, improve reviews and repeat bookings. • Help to boost guest bookings and spend.
Syllabus:	<ul style="list-style-type: none"> • What is inclusive guest excellence? • Why it's important? • Women travellers • Disabled travellers • LGBTQ+ travellers • Racism • Intersectionality • Business travel & inclusive travel programmes • When things go wrong • Hero to Zero moments • How inclusive is your culture? • Marketing and PR • Takeaways & action planning

Find out more

training@maiden-voyage.com