



# INCLUSIVE GUEST SAFETY EXCELLENCE TRAINING

Maiden  
Voyage

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

Find out more

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