

Luxury  
Hotel  
Partners

Luxury Training  
Services

# Introduction

Providing hands-on bespoke training programmes across all areas of your hotel operation.

We work with Enlites Training to offer a range of proven on-property training modules designed specifically for your individual hotel or resort.

# Background

After lecturing in hospitality management, Enlites' Founder and CEO, Matthew Lavender left academia in 2008 to embark on a career in quality assurance for the luxury hospitality industry, initially as a hotel inspector.

In his most recent roles as Director, Field Evaluations for Forbes Travel Guide and Operations Director for Hotel IQ, Matthew has trained over 80 hotel inspectors and 20 Executive Trainers. He's travelled to more than 100 countries and provided consulting services to over 700 luxury hotels, resorts, restaurants, spas.

Matthew is an expert on luxury hotel standards, having developed customised SOPs for several brands, and through his involvement in Forbes Travel Guide's standards development and training.

He's also helped hotels achieve success based on various criteria and is highly familiar with standards of Small Luxury Hotels, Leading Quality Assurance and LRA by Deloitte among others.





LHP Luxury Training is personally delivered by Matthew Lavender who is an ex Forbes Travel Guide Mystery Guest Inspector



Some of the clients Enlites have worked with:



# The Enlites Training Method

- Enlites' approach to learning and development involves using empirically-proven training techniques, such as practice testing, distributed practice and interleaved practice.
- We use a balance of facilitation and directive learning with a focus on practical learning methods, such as role-playing and learning by doing, with minimal classroom-style presentations.
- We believe it is important to highlight both the how and the why, because employees who understand the logic and rationale behind standards, requirements and procedures feel more empowered and invested.
- We recognise the important role that employee well-being, motivation and investment plays in creating a positive guest experience.

# Training Modules

# 1. Front Desk Module

- **1.a. Arrival Service** Offering a smooth and seamless arrival experience from curbside to guest room, with all departments working together and as a team. Escorting the guest to the registration area, ensuring that all internal requirements and standards are met. Providing sufficient and relevant information so that the guest feels at home and at ease. Creating a memorable first impression by delivering a warm, personalised and professional welcome to the property.
- **1.b. Departure Service** Providing a seamless departure process, including check-out, payment processing and final farewell. Handling the departure smoothly and efficiently while ensuring all internal requirements and standards are met. Obtaining feedback and addressing any concerns with an apology and resolution. Leaving the guest with a positive and lasting final impression of the property, so that they feel valued, appreciated and wanting to return.
- **1.c. Bell Service** Providing a safe, secure and seamless luggage service during both arrival and departure. Escorting the guest to their room, establishing a connection and answering any questions. Providing appropriate information about the property, including an orientation to the facilities and food and beverage venues. Delivering a clear and informative room orientation that leaves the guest feeling comfortable and aware of the location of any hard-to-find items.
- **1.d. Concierge/Guest Services** Effectively handling guests' enquiries regarding restaurants, sightseeing, tours, activities and events. Asking appropriate questions to better understand requirements and then providing detailed and relevant information. Offering a suitable range of tailored alternatives that fully satisfy the guest's needs. Demonstrating expert local, insider knowledge that is personalised and would be difficult to find through alternative channels. Professionally making reservations and following up effectively.
- **1.e. Transportation Services** Providing a safe, secure and professional transfer service. Greeting guests warmly upon arrival, escorting them to the vehicle and fully preparing them for their journey. Confidently and knowledgeably answering questions about the property or destination. Ensuring that guests are comfortable throughout their journey, have access to all necessary amenities and receive a personalised yet discreet service throughout.

# 2. Food & Drink Module

- **2.a. Breakfast Service** Delivering a professional a la carte or buffet breakfast service. Greeting and seating the guest and providing a warm welcome. Answering menu-related questions, demonstrating expert knowledge and making appropriate recommendations. Order taking, table maintenance and general attentiveness. Refined food and beverage service including coffee and tea serving etiquette. Creating a memorable experience for the guest by providing a personalised, thoughtful, yet discreet service.
- **2.b. Lunch and Dinner Service** Delivering a professional casual or upscale dining experience. Greeting and seating the guest and providing a warm welcome. Answering menu-related questions, demonstrating expert knowledge and making appropriate recommendations. Order taking, table maintenance and general attentiveness. Refined food and beverage service, including wine service etiquette. Creating a memorable experience by providing a personalised, thoughtful, yet discreet service.
- **2.c. In-Room Dining Service** Providing an in-room dining experience on par with a restaurant experience. Leading the order-taking process, answering menu-related questions and demonstrating expert food and beverage knowledge. Setting the guest's expectations regarding timing and delivery. Refined in-room dining service including table set-up, positioning and wine etiquette. Efficient clearing and post-meal service. Creating a memorable experience for the guest by providing a personalised, thoughtful, yet discreet service.
- **2.d. Bar Service** Delivering a professional lounge/bar experience. Greeting and seating the guest and providing a warm welcome. Demonstration of expert cocktail, wine and speciality beverage knowledge. Answering menu-related questions and making appropriate recommendations. Refined cocktail, full or modified club service, and snack presentation and quality. Table maintenance and attentiveness. Creating a memorable experience by providing a personalised, thoughtful, yet discreet, service.
- **2.e. Fine Dining - Reservations, Host Service and Restaurant Set-Up** Taking reservations in a professional manner and establishing all required information, such as confirmation of special occasions and dietary requirements. Providing a warm and personalised introduction to the dining experience. Ensuring guest's belongings are well taken care of and that seating is elegant, gracious and professional. Ensuring exceptional restaurant organisation, table set-up and floor management.
- **2.f. Fine Dining – Service** Providing a Michelin-level fine-dining service experience, from seating to departure. Introducing the restaurant concept and showcasing exceptional food knowledge with the ability to answer menu-related questions and make recommendations with expertise. Sommelier-level wine service and knowledge, synchronised serving, tableside service and professional table maintenance. Demonstrating exceptional attentiveness throughout the meal. Creating a memorable experience with a gracious closing that leaves the guest wanting to return.

# 3. Housekeeping Module

- **3.a. Daytime and Evening Services** Providing an elevated housekeeping service that meets all internal standards and procedures while exceeding the guest's expectations. Servicing rooms efficiently and thoroughly, arranging hotel items appropriately and handling guest's belongings in a thoughtful, respectful and personalised manner. Ensuring that an appropriate room atmosphere is created in the evening, and adding memorable touches that elevate the guest's stay.
- **3.b. Item Deliveries, Laundry Service and Guest Interactions** Handling the guest's requests for housekeeping items and delivering in an efficient, elegant and distinctive manner. Establishing guest's laundry and dry cleaning needs, arranging collection, managing expectations and delivering returned items distinctively and on time. Providing a customised service and interacting with guests in a personalised and professional manner.

# 4. Leisure Facilities Module

- **4.a. Pool and Beach Service** Creating a memorable and personalised pool/beach experience. Offering guests a warm welcome and providing assistance with lounge set-up. Providing attentive food and beverage service, including detailed menu knowledge and a professional delivery. Maintaining organisation and cleanliness of the surrounding area, and tailoring the service for guests looking for a more relaxed or active visit.
- **4.b. Spa Services – Reservation, Arrival and Facilities** Taking spa treatment reservations in a professional and personalised manner. Leading the conversation and asking questions to establish the guest's requirements and any health/medical concerns. Obtaining all relevant information, and creating a customised spa and wellness journey. Warmly greeting the guest upon their arrival to the spa and orientating them to the facilities so that they feel comfortable and relaxed throughout their visit.
- **4.c. Spa Services – Treatments** Preparing the guest for their treatment and creating a bespoke wellness program, including confirmation of the guest's needs and preferences. Ensuring any health/medical concerns are discussed and that treatment is explained clearly and informatively prior to commencement. Conducting a professional and personalised treatment that demonstrates expertise while ensuring the guest's comfort and privacy throughout, meets their wellness goals and leaves them feeling relaxed. .

# 5. Cross Departmental Module

- **5.a. Genuine, Anticipatory and Personalised Service**  
Demonstrating genuine interest and thoughtfulness. Getting to know guest's preferences and personality through active listening, asking questions, and observation. Using information acquired to provide tailored, anticipatory, one-step-ahead service. Creating memorable experiences that wow the guest. Developing rapport by personalising service interactions and using the guest's name naturally and appropriately.
- **5.b. The Service Thermostat Recognising individual differences and distinguishing between guests who prefer "warmer" or "cooler" service.** Identifying guest's preferences and requirements by reading body language, and interpreting verbal cues. Tailoring service accordingly and appropriately by offering personalised service and communicating learnt information efficiently cross departmentally. Ensuring consistency and continuity in service levels throughout the guest's stay.
- **5.c. Problem Solving and Handling Guest Complaints**  
Learning to handle challenging guests and situations effectively and confidently. Developing skills for diffusing and resolving issues, such as focussed listening, engaged body language and displays of confidence. Demonstrating empathy, proving recognition, and understanding when to enlist help from colleagues. Turning a negative into a positive through successful service recovery.

# 6. Sales & Reservations

- **6.a. Room Reservations** Conducting a seamless and efficient reservation process, by phone or by email. Leading the conversation, asking questions to ensure that the most appropriate accommodation options are offered and answering guests' queries about the property knowledgeably. Ensuring all required details are taken, finalising the reservation and providing a professional, branded confirmation. Ensuring that the guest looks forward to their stay with positive anticipation.
- **6.b. MICE Sales** Handling enquiries for meetings, incentives, conferences and events. Asking appropriate questions to ensure clients' requirements are understood. Communicating professionally, efficiently and on brand. Creating bespoke solutions that fulfils the client's requirements and exceeds expectations. Producing a clear, professional and detailed proposal. Responding to follow-up enquiries and closing the sale with confidence and integrity
- **6.c. The Psychology of Sales and Upselling** Exploring the psychology of sales and negotiation within the hospitality context. Understanding and taking advantage of proven concepts, skills and techniques, such as maximising vs. satisficing, the adaption principle, reciprocity and priming. Discovering how simple tweaks can lead to better outcomes. Overcoming obstacles, learning from mistakes and maximising opportunities

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# 7. Management / HOD Training

- **7.a. Improving Staff Retention** Recognising when staff are dissatisfied, lacking motivation or considering pursuing other employment opportunities. Developing skills that help improve communication to ensure that that employees feel valued, respected and invested. Implementing programs that reward and compensate highly-valued employees and motivate staff needing encouragement, resulting in reduced employee turnover.
- **7.b. Creating Positive Work Environments** Recognising the challenges facing the hospitality industry and learning how to address them. Understanding how mismatches between traditional and modern work environments can cause conflict and dissatisfaction. Considering how adjustments to team sizes, structures, chains of command and other aspects of the work environment can help overcome challenges, enhance employee well-being, motivation and productivity.
- **7.c. Guarding Against Biases in Decision Making** Understanding how psychological biases, such as the halo effect, groupthink, the availability heuristic and the sunk-cost fallacy can affect the quality of decision-making in the hospitality environment. Discover techniques for identifying cognitive blind-spots, and learn how to mitigate against them by putting processes in place that improve decision-making and lead to better outcomes for all

# Module Information & Pricing

- All modules include up to two hours of pre-training consultation to establish goals and discuss program design.
- Minimum eight hours onsite or online training per module with up to 20 attendees.
- Standards training is based on luxury hospitality best practices with option to integrate client or brand standards.
- All attendees receive certification for attended modules.
- Client receives access to all training materials including standards and resources.
- Written and verbal post-training feedback consultation with management.

Enlites can fulfill training requests worldwide using our network of experienced trainers. In addition to the listed modules, bespoke training programs can be designed upon request.

Contact us for a bespoke quote  
tailored to the needs of your property

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# Luxury Hotel Partners

The End

Or just the beginning...