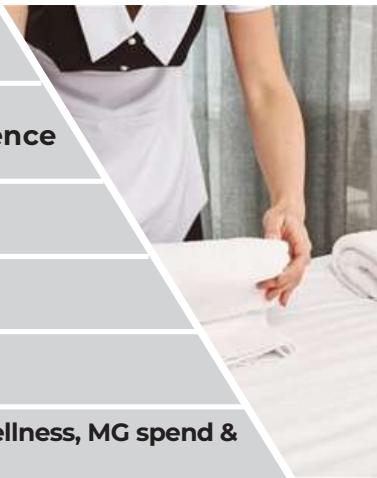


Hospitality Service Excellence

Course Details

COURSE TYPE	Value Added Unaccredited Training
COURSE TITLE	Hospitality Service Excellence
TARGET AUDIENCE	All Professionals
DURATION	2 Days
CERTIFICATE TYPE	Attendance
BENEFITS:	Employee wellness, MG spend & B-BBEE and



In the world of hospitality, you are more than just staff; you are the heart and soul of the hotel. Whether you are greeting a guest at the door or ensuring their room is a pristine sanctuary, your work directly impacts how a guest feels about their stay. A clean room provides comfort, a warm greeting provides belonging, and your attention to safety provides peace of mind.

The topics we cover include the below:

- **How to Talk to Guests** and Give Great Service
- **The Hotel's** Safety Rules
- **Personal** Hygiene
- **The Secret Guest** Information Rules
- **The Safe Entry** Knocking Plan
- **How to Make** a Perfect Bed
- **Colour Coding** Standards
- **The Germ-Killer** Bathroom Clean
- **Making the Floor** Look Brand New