

TAILORED SUPPORT FOR HOTEL TEAMS

Beyond training. *Better operations.*

Developing the people, standards and systems behind exceptional hospitality.

SERVICE EXCELLENCE PEOPLE & LEADERSHIP OPERATIONAL TOOLS

BEYOND SERVICE STANDARDS

A stronger hotel starts behind the scenes.

Exceptional guest experiences depend on more than individual talent. They come from people who are well supported, standards that make sense, and systems that help teams do their best work.

01

Standards & service

Translate expectations into clear behaviours, useful SOPs and consistent guest-facing routines.

02

People & leadership

Help managers lead with confidence, develop team capabilities and strengthen onboarding.

03

Systems & execution

Make hotel tools easier to adopt and operational processes easier to follow across shifts.

Not an off-the-shelf training catalogue.

Every engagement begins with your property, team, existing tools and most pressing operational needs. A single workshop or broader hands-on support can be built around them.

TAILORED TO YOUR PRIORITIES

One partner. Six areas of support.

Select the topics that fit your property's challenges. The scope may cover one team, a department or several functions working together.

01 / STANDARDS

Service excellence

Guest journey, service sequences, quality expectations, complaints and recovery.

02 / LEADERSHIP

Manager coaching

Briefings, feedback, delegation, floor presence, performance follow-up and team leadership.

03 / TALENT

Team development

Onboarding, practical skills, role confidence, progression plans and train-the-trainer support.

04 / TECHNOLOGY

Hotel systems & tools

Operational workflows, platform rollout support and role-based training on existing or new systems.

05 / OPERATIONS

Processes & routines

SOP design or adaptation, checklists, controls, handovers and cross-department coordination.

06 / TRANSITIONS

Opening & change

Pre-opening, reopening, seasonal refresh, new procedures and operational change support.

Front Office · Guest Relations · Housekeeping · Food & Beverage · Spa & Wellness · Cross-department functions



SERVICE STANDARDS

Standards that work during a busy shift.

We turn written expectations into behaviours that teams can understand, practise and maintain when service gets demanding.

Guest-facing moments

Arrival, check-in, requests, complaints, recovery and personalised service.

Department execution

Room quality, inspections, F&B sequences, spa standards and quality control.

Service coordination

Handovers, escalation, cross-department communication and consistent follow-up.

Practical reinforcement

Role-play, observation, short checklists and manager coaching points.

*Real situations.
Repeatable service.*

COACHING & DEVELOPMENT

Develop managers. Empower teams.

Better management and clearer learning paths have an impact well beyond a single training day.

Management coaching

Lead useful briefings, give constructive feedback, delegate clearly and build stronger team routines.

Employee development

Identify skills gaps, build autonomy and create practical progression steps for operational roles.

Onboarding & autonomy

Structure the first weeks, clarify expectations and help new colleagues integrate with confidence.

Train-the-trainer

Equip supervisors and experienced team members to pass on knowledge consistently.

DIGITAL ADOPTION

A better tool only works when people know how to use it.

We help connect hotel technology with real operating procedures, whether you are introducing a new platform or making better use of the systems already in place.

From implementation to confident daily use.

01

Understand current workflows and team needs

02

Align procedures, roles and system usage

03

Train staff with real hotel scenarios

04

Reinforce adoption and resolve recurring gaps

Property management

PMS workflows, reservations, check-in and check-out, billing, night procedures and handovers.

Guest-facing platforms

Guest requests, messaging, CRM workflows and coordination between operational teams.

Housekeeping & tasks

Room status, inspections, maintenance reporting, task ownership and follow-up routines.

F&B & team tools

POS workflows, reservations, schedules, checklists and other platforms used by your departments.

Support is tailored to the property's systems and project scope, with technical configuration or integrations coordinated with the relevant technology providers where required. LuxOps does not claim vendor certification or affiliation.

FLEXIBLE INTERVENTIONS

Support that fits your operational moment.

Pre-opening & reopening

Prepare standards, responsibilities, service scenarios and team readiness before launch.

Seasonal restart

Refresh skills, onboard seasonal teams and realign service habits before demand increases.

Manager development

Individual or group coaching, leadership routines and ongoing team follow-up.

Targeted department support

Address observed gaps or introduce new SOPs within an operational department.

Systems change & adoption

Prepare workflows and teams for a platform change or better use of an existing tool.

One-off workshops or multi-session support • On-site or remote • English or French



ASSESS • DESIGN • PRACTISE • EMBED

Practical on the day. Useful long after.

We work from your operating reality: the people, guest touchpoints, standards, tools and situations where stronger habits can make a difference.

01 / ASSESS

Understand

Clarify priorities, observe key workflows and identify training or implementation needs.

02 / DESIGN

Adapt

Build scenarios, learning materials and operational references suited to your property.

03 / PRACTISE

Work together

Train through demonstrations, realistic situations, feedback and repetition.

04 / EMBED

Reinforce

Give managers practical ways to track progress and maintain new working methods.

Possible takeaways, depending on scope

- + Tailored training materials
- + Onboarding and role-based guides
- + Operational checklists
- + Updated SOPs or process maps
- + Manager briefing or coaching routines
- + Prioritised follow-up actions

Guided by hotel operations experience.

15

years of hospitality operations experience

100+

employees within management scope

LuxOps sessions are led by its founder, drawing on multidisciplinary luxury-hotel management experience, including Four Seasons and La Réserve. References to previous employers describe professional background, not client relationships or endorsements.

LET'S BUILD A PROGRAMME AROUND YOUR HOTEL

Stronger teams. Smarter operations. Better service.

Tell us what you would like to improve. We will recommend a focused workshop, an operational development programme or a combination tailored to your team and priorities.

DISCUSS YOUR TRAINING NEEDS ↗

WEBSITE

www.luxops.fr/en/training

DIRECT CONTACT

contact@luxops.fr

A few details are enough.

Property and departments • Main challenge • Approximate team size • Preferred timing • Existing systems (if relevant)



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