

● ON-SITE TRAINING

Service standards, field methods and team routines.

A training programme designed to help properties transmit their standards, stabilise service habits and support managers after the session.

WHO IT IS FOR

Hotel directors, HR teams, training managers, department heads and operational teams preparing an opening, seasonal restart or standards refresh.

● OPERATIONAL CHALLENGE

Service consistency does not rely on individual experience alone.

It depends on whether teams understand the expected standard, know how to apply it during service, and have managers who can keep it alive after the session.

01

Clarify standards and translate them into visible behaviours.

02

Reduce service gaps in key guest journey moments.

03

Help managers brief, correct and maintain the expected level.

COMMON SITUATION

The standard exists, but it is not applied consistently.

Procedures are known by some, passed on verbally by others, and habits vary between shifts, departments and managers.

LUXOPS OBJECTIVE

Turn the standard into a method teams can use during service.

Training works through gestures, language, priorities, handovers and control points that make the level more consistent.

● WHAT WE WORK ON

Short, practical modules connected to situations teams actually face.

The exact content depends on your property, your standards and the departments involved. The objective stays the same: make expectations clearer and easier to repeat.

WELCOME

Posture and first impression

First contact, tone, listening, guest orientation and closing the interaction.

SERVICE

Sequences and timing

Execution pace, priorities, coordination and correction during service.

COMMUNICATION

Guest requests and recovery

Wording, promised timing, escalation, follow-up and closing sensitive situations.

HANDOVERS

Shift communication

Open topics, guests to follow, pending actions and points requiring attention.

MANAGEMENT

Briefings and floor follow-up

Help department heads observe, prioritise, correct and support teams.

STANDARDS

Supports and routines

Documents, checklists and simple reminders to use after training.

● POSSIBLE FORMATS

An intervention adapted to the operational moment of the property.

01

Pre-opening or reopening

Prepare teams before the first guests: guest journey, standards, roles, briefings, coordination and practical scenarios.

02

Seasonal restart

Realign teams before activity increases, secure the basics and restart service routines.

03

In-year standards refresh

Work on observed gaps, stabilise the level and reconnect standards to real service situations.

04

Department leadership training

Work on briefings, feedback, floor presence, manager handovers and standards follow-up.

05

Targeted department module

Front Office, Housekeeping, F&B, Spa or another department depending on priorities and gaps to address.

● METHOD

Start from the floor, train through real cases, leave a reusable base.

Training can use LuxOps processes or your own standards: brand values, procedures, guest journey, quality priorities and sensitive points already observed.

01 Scoping Understand the property, departments involved and objectives of the session.	02 Adaptation Select the standards, situations and supports that fit the operating context.	03 Training Combine short explanations, practical scenarios, correction and repetition.	04 Follow-up Leave simple references managers can use to reinforce standards after the session.
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WHAT THE TRAINING AVOIDS

A theoretical session that quickly fades.

The cases are connected to your operations, not to generic service language.

WHAT IT LEAVES

A shared language and routines to reuse.

Managers keep practical points to brief, observe and correct after the session.

● BUILD YOUR PROGRAMME

Each intervention is adjusted to the expected level, teams involved and operational timing.

To prepare a proposal, the useful information is simple: expected timing, departments involved, number of team members, priority objectives and existing standards.

QUOTE REQUEST

On-site service standards training

We can build a short intervention, a targeted department module or a broader support format depending on the property context.

www.luxops.fr/en/training

This programme presents the general framework. The exact content, duration and supports are adjusted after a short discussion with the property.