



THE CONCIERGE EXPERIENCE

Concierge Experience – Go Beyond the Front Desk gets rid of your front desk

resident experience expert creates a

sales by ensuring key focuses are

people

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people

people

people

The Experience Matters – Do They Know What Client's Expect and Can They Successfully Pivot Under Pressure

< HYPJLP; KSPH

< HRLHSRKLVSYK
LWSVLJHZKPLK
WWWJPLZ

< :LLVIRULPYMODL
LLHJSPLU

< 3LJSWVJVPDLZ
JVPJLYNLQPURPUN

< OKLUPMRLJVPJLYNLJWVLUJPLZ
KPVYOWYVUNQDLY
life in your business

Orchestrating the Client Journey – Getting Beyond Booking a Winning Day.

< PJPVYJSPLUUL"
PVMUKVZH JOYLHSP

< PZYVWVJPPVHRL
VIRULPUPDJSPLU
THWWPUNHJLLKZUK
YLTPUNVJSLZ

Identify Where Technology Wins

< OKLUPMOKVZLLYOTHUZ
VJJOUSM

< PVPaLVHSUVLUKTYL
PTLVMVXKVDLSPLU

FOR PROFIT FRONT DESK

RURURWJROHM takes an expensive cost center, your front desk, and makes it a strategic cost center in your business. Learn booking strategies

people

WHAT YOU'LL LEARN:

- < HUYMY VKLRLJVLWHZVHL
WYKYPUNTTLTYVYVHT
- < YLHLZYPWELKKPHSMVUXNLNYLH
JSPLUZYJLLJYPTL
- < HLSWHUKPSPaLYHJRPUNHUKVYK
ZTQHHSPNUVJHTPD
JVTUNMSZ
- < HSVRWYVUMYVZHNLPL
PUJYLHZHSLZLIRPUNYLHPSHSLZUK
JSPLUJW



CREATING YOUR TRIBE

Creating Your Tribe– Leveraging an Apprenticeship Program is newly

people

WHAT YOU'LL LEARN:

- < YHJHUKY LHPUDLYPNOHSLUMVVZISU
- < QHYKWWLYMVTLYDPSLKLJSWPUNH
TLUVDPWJSYL
- < 3LHYUZHNLPLZJPI SKLJ SW
JUKLUJYLHPJHUKWYKVPJULHSLU
- < .YHSUYLLULIIRSKPUNHJHT
MSMSWVWLYMVTLYZ

POWERING PEOPLE, PERFORMANCE AND PROFITS

VJHTPVNYLHJLVLJLHUKHTHVJLMVWYK
3LHYUDHJWZYMSUNPUNJULYHVPDHPVUPYLWLYMVTUJL
IRSKYHUKOVVHVSZSYL

YOU'LL LEARN TO:

- < HISPQDHJVTUPJHPVZTPUJYLHZ
VJHTJVMHPSPHUKPUYKWLWLUKLUJL
- < 3LJYHNLVJHT» JLVNDZ
- < HULYVWLYMVTUJLJULYHVPVHHPYS
HUKJVPZUS
- < YLHLPUPVZHPVZYPIJL
ILOHPVJUL