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quality management

environmental
management

project management

hotel management

HACCP

IT consulting

entry analysis

advisory and
consultancy

system auditing

designing of
training programmes

IT training

employee training

conference and
congress
organisation
consultancies

HOSPITALITY HOTEL MANAGEMENT TRAINING

Training is not a one-time event. Management must be committed to ongoing training. Too often, managers and supervisors don't know where to begin and don't know how to get organized. That's where we come in!

Guest interaction has been found to be the single most important detail that a guest will remember of their vacation or visit to a new destination. They remember how they were treated -good or bad. When the front and back of the house staff is trained to professionally acknowledge the guest (such as using the guest's name), significant increases in favorable comments have been realized immediately. The number of repeat guests has increased as well.

This can be another "Sequence of service" training is available for the front desk, reservations, concierge, bellman, guest services, housekeeping, and food and beverage.

Let us show you how to get those guests to come back year after year.

INCENTIVE PROGRAMES

Why do the same old boring team-building events like beach Olympics and boat building. Our experienced staff offers great alternatives that will allow everyone to participate!

GENERAL ON-SITE STAFFING

Need a Trip Director who knows how to "get things done"? The front of the house is easy; the challenge is knowing how to get to the back of the house to attend to those last-minute details NOW!

We can provide general on-site staffing personnel as required, keeping your permanent staff at a steady level. We pay attention to detail and possess excellent communication skills with all staff. Our hands-on approach to programs puts us way ahead of the rest!

We also have creative ideas for food and beverage events including entertainment.

GUEST PERCEPTION REPORT (GPR)

You've conducted training. You hold plenty of staff meetings and executive committee meetings. And you've read the comment cards. Still, you don't know for sure what your guest is experiencing.

We provide detailed feedback on all aspects of a guests stay for review by your executive committee members, managers, and supervisors. From check-in to check-out, from the pool/beach service, to safety and security issues -all areas that a guest experiences while staying at your hotel is documented. Our Analyst visits your hotel and follow all the same procedures that your guests do when making reservations and staying at your hotel.

Your staff will not know when the Analyst is checking into your hotel or who the Analyst is. You may want to have the Analyst meet with your general manager or executive committee immediately after completing the stay to conduct a wrap-up meeting prior to receiving the written GPR (Guest Perception Report).