



HOSPITALITY TRAINING
STAR JOURNEY PROGRAM
OCTOBER 24TH & 25TH 2023

DAY 1 - Tuesday, October 24th

Location: Malta Marriott Hotel, 39 Main Street Balluta Bay St. Julian's, STJ 1017

Room: Grand Ballroom

9:00am – 10:15am

A Memorable Arrival Experience: from the initial greeting, through registration, hotel & room orientation, and luggage delivery (1 of 2)

Recommended Audience: *Doormen, Valet, Bellmen, Front Desk Agents, Guest Experience/Relations (Supervisors and Line Staff)*

We will quickly review the steps of service and then role-play the arrival process and discuss how to create a warm personalized service experience according to different guest profiles while being ambassadors of the property, and own problem resolutions.

This will be one of two identical sessions

10:15am – 11:30am

A Flawless Departure Experience: from luggage collection, through bill settling the bill at the front desk, and the final farewell (1 of 2)

Recommended Audience: *Doormen, Valet, Bellmen, Front Desk Agents, Guest Experience/Relations (Supervisors and Line Staff)*

We will quickly review the steps of service and then role-play the departure process and discuss how to create a bespoke departure experience according to different guest profiles. We will focus on how to engage and recognize each guest who visited the property, own problem resolutions, and bid our warmest farewell.

This will be one of two identical sessions

11:30am – 12:45pm

Leaders Session: Enhance the Service Culture (1 of 2)

Recommended Audience: *Department Managers and Supervisors from Operations*

This interactive session is open to all leaders. We will focus on tools to enhance the service culture within the individual departments, as well as across the property. We will put into practice the Forbes Travel Guide's exceptional mindset and talk about the importance of consistent service, as well as problem resolutions.

This will be one of two identical sessions

12:45pm – 1:45pm

Break

1:45pm – 3:15pm

Applying the Foundations of Exceptional Service to Different Guest Behaviors (Rooms Division) (1 of 2)

Recommended Audience: *Any Employee who is guest-facing within the hotel*

The Executive Trainer will conduct a brief overview of the Forbes Travel Guide history, present and future, and the importance of consistency and vision amongst the staff. We will role-play different guest interactions and talk about how to show a genuine sense of interest and be anticipatory with our service. We will discuss the "Basics" and talk about ways to personalize the guest experience.

This will be one of two identical sessions

3:15pm – 4:30pm **Housekeeping Daily & Evening Service (1 of 2)**
Recommended Audience: *Supervisors and Line Staff of the Housekeeping Department*
We will quickly review the steps of service and the Forbes Travel Guide expectations. We will discuss how to show our hearts to the guests to personalize their experiences, as well as how to interact and engage with them in different daily scenarios.
This will be one of two identical sessions

4:30pm – 6:00pm **Guiding the Guests in F&B to Create Personalized Experiences (1 of 2)**
Recommended Audience: *Any Restaurant & Bar Employee who is quest-facing (Supervisors and Line Staff)*
We will quickly review the steps of service of an exceptional F&B experience. We will discuss and role-play how the employees are able to provide memorable dining experiences by personalizing their service.
This will be one of two identical sessions

DAY 2 - Wednesday, October 25th

Location: AX ODYCY

Room: Luzzu Hall & Luzzu Restaurant

9:00am – 10:30am **Guiding the Guests in F&B to Create Personalized Experiences (2 of 2)**
Recommended Audience: *Any Restaurant & Bar Employee who is quest-facing (Supervisors and Line Staff)*
We will quickly review the steps of service of an exceptional F&B experience. We will discuss and role-play how the employees are able to provide memorable dining experiences by personalizing their service.
This will be one of two identical sessions

10:30am – 12:00pm **Applying the Foundations of Exceptional Service to Different Guest Behaviors (Rooms Division) (2 of 2)**
Recommended Audience: *Any Employee who is quest-facing within the hotel*
The Executive Trainer will conduct a brief overview of the Forbes Travel Guide history, present and future, and the importance of consistency and vision amongst the staff. We will role-play different guest interactions and talk about how to show a genuine sense of interest and be anticipatory with our service. We will discuss the “Basics” and talk about ways to personalize the guest experience.
This will be one of two identical sessions

12:00pm – 1:15pm **Housekeeping Daily & Evening Service (2 of 2)**
Recommended Audience: *Supervisors and Line Staff of the Housekeeping Department*
We will quickly review the steps of service and the Forbes Travel Guide expectations. We will discuss how to show our hearts to the guests to personalize their experiences, as well as how to interact and engage with them in different daily scenarios.
This will be one of two identical sessions

1:15pm – 2:15pm

Break

2:15pm – 3:30pm

Leaders Session: Enhance the Service Culture (2 of 2)

Recommended Audience: *Department Managers and Supervisors from Operations*

This interactive session is open to all leaders. We will focus on tools to enhance the service culture within the individual departments, as well as across the property. We will put into practice the Forbes Travel Guide's exceptional mindset and talk about the importance of consistent service, as well as problem resolutions.

This will be one of two identical sessions

3:30pm – 4:45pm

A Memorable Arrival Experience: from the initial greeting, through registration, hotel & room orientation, and luggage delivery (2 of 2)

Recommended Audience: *Doormen, Valet, Bellmen, Front Desk Agents, Guest Experience/Relations (Supervisors and Line Staff)*

We will quickly review the steps of service and then role-play the arrival process and discuss how to create a warm personalized service experience according to different guest profiles while being ambassadors of the property, and own problem resolutions.

This will be one of two identical sessions

4:45pm – 6:00pm

A Flawless Departure Experience: from luggage collection, through bill settling the bill at the front desk, and the final farewell (2 of 2)

Recommended Audience: *Doormen, Valet, Bellmen, Front Desk Agents, Guest Experience/Relations (Supervisors and Line Staff)*

We will quickly review the steps of service and then role-play the departure process and discuss how to create a bespoke departure experience according to different guest profiles. We will focus on how to engage and recognize each guest who visited the property, own problem resolutions, and bid our warmest farewell.

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