



**HOSPITALITY TRAINING
STAR JOURNEY PROGRAM
FEBRUARY 19TH TO 22ND 2024**

DAY 1 - Monday, February 19th

DB San Antonio Hotel & Spa, St Paul's Bay, Malta

9:00am – 11:00am Crafting Exceptional Moments: Unveiling the Extraordinary – Group 1 (Food & Beverage)

Recommended Audience: [Food & Beverage employees \(Supervisors and Line Staff\)](#)

This session will center on crafting bespoke guest experiences, emphasizing personalized service, and attention to detail. Participants will learn best practices to enhance the overall guest experience, fostering a guest centric approach.

[*This will be one of two identical sessions \(one for North and one for the Central Area\)*](#)

11:15am – 1:15pm The Art of Upselling – Group 1 (Food & Beverage)

Recommended Audience: [Food & Beverage employees \(Supervisors and Line Staff\)](#)

Through interactive roleplay scenarios, this hands-on session will help identify opportunities, approaches, and practical insights, based on guest needs, to refine upselling.

[*This will be one of two identical sessions \(one for North and one for the Central Area\)*](#)

1:15pm – 2:15pm Break

2:15pm – 4:15pm The Power of Emotional Connection in the AI Era – Group 1 (Rooms Division)

Recommended Audience: [Rooms Division employees \(Supervisors and Line Staff\)](#)

This session will emphasize how fostering an emotional connection remains pivotal, even in the age of artificial intelligence. Participants will discover strategies to use genuine warmth and personalized care into every guest interaction, ensuring an unforgettable experience that transcends technological boundaries.

[*This will be one of two identical sessions \(one for North and one for the Central Area\)*](#)

4:30pm – 6:30pm Team Building in a Diverse Work Environment– Group 1 (Rooms Division)

Recommended Audience: [Human Resources Managers](#)

Engage in a dynamic interdepartmental session designed to enhance collaboration and communication. Participants will be guided through an interactive exercise, fostering a deeper understanding of working together.

DAY 2 - Tuesday, February 20th

DB San Antonio Hotel & Spa, St Paul's Bay, Malta

9:00am – 11:00am The Power of Emotional Connection in the AI Era – Group 1 (Food & Beverage)

Recommended Audience: *Food & Beverage employees (Supervisors and Line Staff)*

This session will emphasize how fostering an emotional connection remains pivotal, even in the age of artificial intelligence. Participants will discover strategies to use genuine warmth and personalized care into every guest interaction, ensuring an unforgettable experience that transcends technological boundaries.

This will be one of two identical sessions (one for North and one for the Central Area)

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Recommended Audience: *Human Resources Managers*

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1:15pm – 2:15pm Break

2:15pm – 4:15pm Crafting Exceptional Moments: Unveiling the Extraordinary – Group 1 (Rooms Division)

Recommended Audience: *Rooms Division employees (Supervisors and Line Staff)*

This session will center on crafting bespoke guest experiences, emphasizing personalized service, and attention to detail. Participants will learn best practices to enhance the overall guest experience, fostering a guest centric approach.

This will be one of two identical sessions (one for North and one for the Central Area)

4:30pm – 6:30pm The Art of Upselling – Group 1 (Rooms Division)

Recommended Audience: *Rooms Division employees (Supervisors and Line Staff)*

Through interactive roleplay scenarios, this hands-on session will help identify opportunities, approaches, and practical insights, based on guest needs, to refine upselling.

This will be one of two identical sessions (one for North and one for the Central Area)

DAY 3 - Wednesday, February 21st

The Westin Dragonara Resort, St Julian's, Malta

9:00am – 11:00am Crafting Exceptional Moments: Unveiling the Extraordinary – Group 2 (Food & Beverage)

Recommended Audience: *Food & Beverage employees (Supervisors and Line Staff)*

This session will center on crafting bespoke guest experiences, emphasizing personalized service, and attention to detail. Participants will learn best practices to enhance the overall guest experience, fostering a guest centric approach.

This will be one of two identical sessions (one for North and one for the Central Area)

11:15am – 1:15pm The Art of Upselling – Group 2 (Food & Beverage)

Recommended Audience: *Food & Beverage employees (Supervisors and Line Staff)*

Through interactive roleplay scenarios, this hands-on session will help identify opportunities, approaches, and practical insights, based on guest needs, to refine upselling.

This will be one of two identical sessions (one for North and one for the Central Area)

1:15pm – 2:15pm Break

2:15pm – 4:15pm The Power of Emotional Connection in the AI Era – Group 2 (Rooms Division)

Recommended Audience: *Rooms Division employees (Supervisors and Line Staff)*

This session will emphasize how fostering an emotional connection remains pivotal, even in the age of artificial intelligence. Participants will discover strategies to use genuine warmth and personalized care into every guest interaction, ensuring an unforgettable experience that transcends technological boundaries.

This will be one of two identical sessions (one for North and one for the Central Area)

4:30pm – 6:30pm Team Building in a Diverse Work Environment – Group 2 (Rooms Division)

Recommended Audience: *Human Resources Managers*

Engage in a dynamic interdepartmental session designed to enhance collaboration and communication. Participants will be guided through an interactive exercise, fostering a deeper understanding of working together.

DAY 4 - Thursday, February 22nd

The Westin Dragonara Resort, St Julian's, Malta

9:00am – 11:00am The Power of Emotional Connection in the AI Era – Group 1 (Food & Beverage)

Recommended Audience: *Food & Beverage employees (Supervisors and Line Staff)*

This session will emphasize how fostering an emotional connection remains pivotal, even in the age of artificial intelligence. Participants will discover strategies to use genuine warmth and personalized care into every guest interaction, ensuring an unforgettable experience that transcends technological boundaries.

This will be one of two identical sessions (one for North and one for the Central Area)

11:15am – 1:15pm Team Building in a Diverse Work Environment – Group 1 (Food & Beverage)

Recommended Audience: *Human Resources Managers*

Engage in a dynamic interdepartmental session designed to enhance collaboration and communication. Participants will be guided through an interactive exercise, fostering a deeper understanding of working together.

1:15pm – 2:15pm Break

2:15pm – 4:15pm Crafting Exceptional Moments: Unveiling the Extraordinary – Group 1 (Rooms Division)

Recommended Audience: *Rooms Division employees (Supervisors and Line Staff)*

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