



# EXECUTIVE LEADERSHIP TRAINING PROGRAM

**21<sup>TH</sup> MARCH 2025**

BASTION 2  
CORINTHIA ST. GEORGE'S BAY HOTEL, ST. JULIAN'S

## EXECUTIVE LEADERSHIP MORNING SESSIONS

**09:00 - 11:00**

### **EXPECTATIONS OF THE EXIGENT TRAVELER**

Understanding and operationalizing the expectations of the exigent traveler including verbiage, graciousness, thoughtfulness, and sense of personalized service.

**11:15 - 13:15**

### **OPERATIONAL GAPS IN EXECUTION**

Review of the most common missed expectations, the impact of the expectations and a discussion on how to consistently execute in an operational environment.

## EXECUTIVE LEADERSHIP AFTERNOON SESSIONS (REPEAT)

**14:15 - 16:15**

### **EXPECTATIONS OF THE EXIGENT TRAVELER**

Understanding and operationalizing the expectations of the exigent traveler including verbiage, graciousness, thoughtfulness, and sense of personalized service.

**16:30 - 18:30**

### **OPERATIONAL GAPS IN EXECUTION**

Review of the most common missed expectations, the impact of the expectations and a discussion on how to consistently execute in an operational environment.

In Collaboration with:



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