



## HOSPITALITY TRAINING STAR JOURNEY PROGRAM 26<sup>TH</sup> – 27<sup>TH</sup> NOVEMBER 2025

### DAY 1 – Wednesday, November 26<sup>th</sup>

\*These sessions will be repeated on the second day for the Central Area.

#### Venue: [Seaview Hotel \(Pearl Hall Level 0\)](#)

#### 9:00am – 10:15am

Recommended Audience:



#### Brand Ambassadorship & Service Creativity (Food & Beverage) - Group 1

[Hotel Food & Beverage Outlets and Standalone Restaurants: Servers, Hosts, Bartenders, Pool](#)

We will explore how to become powerful brand ambassadors by delivering service with creativity and purpose. Through a combination of interactive discussions and hands-on activities, this session will focus on below:

- Empowering staff to represent brand values
- Encouraging creativity in service delivery
- Sharing success stories that reinforce brand identity

*\*This will be one of two identical sessions (one for North and one for South) \**

#### 10:30am – 11:45pm

Recommended Audience:

#### Building Confidence & Assurance in Guest Interactions (Food & Beverage) - Group 1

[Hotel Food & Beverage Outlets and Standalone Restaurants: Servers, Hosts, Bartenders, Pool](#)

This session is designed to help participants approach guest interactions with confidence and clarity. Through a combination of exercises and activities, participants will learn techniques to communicate effectively, manage challenging requests, and deliver difficult messages in a positive way. Key areas of focus include below:

- Developing self-assurance in guest communication
- Practicing assertiveness without compromising hospitality
- Managing difficult conversations with confidence and empathy

*\*This will be one of two identical sessions (one for North and one for South) \**

#### 11:45pm – 1:15pm

Recommended Audience:



#### Service Mastery in Action: Elevating Every Interaction (Food & Beverage) - Group 1

[Hotel Food & Beverage Outlets and Standalone Restaurants: Servers, Hosts, Bartenders, Pool](#)

This dynamic, hands-on session brings the learning to life through practical application. Participants will engage in real-world service simulations designed to reinforce key concepts from earlier sessions, including brand ambassadorship, creative service delivery, and confident guest communication.

Through interactive role-play exercises, participants will work on below:

- Apply brand values in authentic guest interactions
- Demonstrate creative and personalized service techniques
- Practice managing difficult conversations with confidence and empathy
- Receive feedback to refine and elevate their service approach

#### 1:15pm – 2:15pm

Break

#### 2:15pm – 3:30pm

Recommended Audience:



#### Brand Ambassadorship & Service Creativity (Rooms Division) - Group 2

[Front Desk, Concierge, Reservations, Bell Staff, Housekeeping](#)

We will explore how to become powerful brand ambassadors by delivering service with creativity and purpose. Through a combination of interactive discussions and hands-on activities, this session will focus on below:

- Empowering staff to represent brand values
- Encouraging creativity in service delivery
- Sharing success stories that reinforce brand identity

#### 3:45pm – 5:00pm

Recommended Audience:



#### Building Confidence & Assurance in Guest Interactions (Rooms Division) - Group 2

[Front Desk, Concierge, Reservations, Bell Staff, Housekeeping](#)

This session is designed to help participants approach guest interactions with confidence and clarity. Through a combination of exercises and activities, participants will learn techniques to communicate effectively, manage challenging requests, and deliver difficult messages in a positive way. Key areas of focus include:

- Developing self-assurance in guest communication
- Practicing assertiveness without compromising hospitality
- Managing difficult conversations with confidence and empathy

#### 5:00pm – 6:30pm

Recommended Audience:



#### Service Mastery in Action: Elevating Every Interaction (Rooms Division) - Group 2

[Front Desk, Concierge, Reservations, Bell Staff, Housekeeping](#)

This dynamic, hands-on session brings the learning to life through practical application. Participants will engage in real-world service simulations designed to reinforce key concepts from earlier sessions, including brand ambassadorship, creative service delivery, and confident guest communication.

Through interactive role-play exercises, participants will work on below:

- Apply brand values in authentic guest interactions
- Demonstrate creative and personalized service techniques
- Practice managing difficult conversations with confidence and empathy
- Receive feedback to refine and elevate their service approach



## DAY 2 – Thursday, November 27<sup>th</sup>

\*These sessions are a repeat of the sessions held on the first day (North Area)

### Venue: Hilton Malta (Verdala Hall)

**9:00am – 10:15am**

**Recommended Audience:**



**Brand Ambassadorship & Service Creativity (Food & Beverage) - Group 3**

[Hotel Food & Beverage Outlets and Standalone Restaurants: Servers, Hosts, Bartenders, Pool](#)

We will explore how to become powerful brand ambassadors by delivering service with creativity and purpose. Through a combination of interactive discussions and hands-on activities, this session will focus on below:

- Empowering staff to represent brand values
- Encouraging creativity in service delivery
- Sharing success stories that reinforce brand identity

*\*This will be one of two identical sessions (one for North and one for South) \**

**10:30am – 11:45pm**

**Recommended Audience:**

**Building Confidence & Assurance in Guest Interactions (Food & Beverage) - Group 3**

[Hotel Food & Beverage Outlets and Standalone Restaurants: Servers, Hosts, Bartenders, Pool](#)

This session is designed to help participants approach guest interactions with confidence and clarity. Through a combination of exercises and activities, participants will learn techniques to communicate effectively, manage challenging requests, and deliver difficult messages in a positive way. Key areas of focus include below:

- Developing self-assurance in guest communication
- Practicing assertiveness without compromising hospitality
- Managing difficult conversations with confidence and empathy

*\*This will be one of two identical sessions (one for North and one for South) \**

**11:45pm – 1:15pm**

**Recommended Audience:**



**Service Mastery in Action: Elevating Every Interaction (Food & Beverage) - Group 3**

[Hotel Food & Beverage Outlets and Standalone Restaurants: Servers, Hosts, Bartenders, Pool](#)

This dynamic, hands-on session brings the learning to life through practical application. Participants will engage in real-world service simulations designed to reinforce key concepts from earlier sessions, including brand ambassadorship, creative service delivery, and confident guest communication. Through interactive role-play exercises, participants will work on below:

- Apply brand values in authentic guest interactions
- Demonstrate creative and personalized service techniques
- Practice managing difficult conversations with confidence and empathy
- Receive feedback to refine and elevate their service approach

**1:15pm – 2:15pm**

**Break**

**2:15pm – 3:30pm**

**Recommended Audience:**



**Brand Ambassadorship & Service Creativity (Rooms Division) - Group 4**

[Front Desk, Concierge, Reservations, Bell Staff, Housekeeping](#)

We will explore how to become powerful brand ambassadors by delivering service with creativity and purpose. Through a combination of interactive discussions and hands-on activities, this session will focus on below:

- Empowering staff to represent brand values
- Encouraging creativity in service delivery
- Sharing success stories that reinforce brand identity

**3:45pm – 5:00pm**

**Recommended Audience:**



**Building Confidence & Assurance in Guest Interactions (Rooms Division) - Group 4**

[Front Desk, Concierge, Reservations, Bell Staff, Housekeeping](#)

This session is designed to help participants approach guest interactions with confidence and clarity. Through a combination of exercises and activities, participants will learn techniques to communicate effectively, manage challenging requests, and deliver difficult messages in a positive way. Key areas of focus include:

- Developing self-assurance in guest communication
- Practicing assertiveness without compromising hospitality
- Managing difficult conversations with confidence and empathy

**5:00pm – 6:30pm**

**Recommended Audience:**



**Service Mastery in Action: Elevating Every Interaction (Rooms Division) - Group 4**

[Front Desk, Concierge, Reservations, Bell Staff, Housekeeping](#)

This dynamic, hands-on session brings the learning to life through practical application. Participants will engage in real-world service simulations designed to reinforce key concepts from earlier sessions, including brand ambassadorship, creative service delivery, and confident guest communication. Through interactive role-play exercises, participants will work on below:

- Apply brand values in authentic guest interactions
- Demonstrate creative and personalized service techniques
- Practice managing difficult conversations with confidence and empathy
- Receive feedback to refine and elevate their service approach