



Forbes Travel Guide Online Luxury Service Training Curriculum

COURSE

LESSON COUNT: 3

Forbes Travel Guide Arrival Service Standards

LESSONS

LEARNING OUTCOMES

Luxury Arrivals

- Learners can recall what a luxury Guest's expectation is of check-in and arrival.
- Learners can identify 3 arrival standards between the Guest's arrival at the curb and greeting at the front desk.
- Learners can explain the importance of clear communication between departments during arrival.

The Registration

- Learners can identify key details that must be reviewed during check-in.
- Learners can describe a successful hotel orientation.

The Seamless Arrival (Interactive Lesson)

- Learners can identify the steps of a perfect arrival, focusing on specific standards along the way.

The Escort and Luggage Service

- Learners can define 'seamless luggage service'.
- Learners can describe a successful room orientation.
- Learners can identify 4 standards of luggage service.