



Forbes Travel Guide Online Luxury Service Training Curriculum

COURSE

LESSON COUNT: 1

Forbes Travel Guide Concierge

LESSONS

LEARNING OUTCOMES

The Modern Concierge

- Learners can define the role of the concierge in modern luxury travel.
- Learners can differentiate between exceptional and basic knowledge.
- Learners can identify 3 common mistakes made by the concierge.

Know it Prove it (Interactive Lesson)

- Learners can play the role of a concierge and execute a proper Guest interaction.