



Forbes Travel Guide Online Luxury Service Training Curriculum

COURSE

LESSON COUNT: 3

Forbes Travel Guide Pool and Beach Standards

LESSONS

LEARNING OUTCOMES

Guest Arrival at the Pool and Beach

- Learners can identify the impact that the pool and beach have on a luxury Guest's experience.
- Learners can describe the role of a beach and pool attendant at a luxury hotel.

Cleanliness at the Pool and Beach

- Learners can identify 4 key Cleanliness & Condition standards at the pool and beach.

Food and Beverage Service at the Pool and Beach

- Learners can explain a luxury Guest's expectation of Food and Beverage service at the pool and beach.
- Learners can recall the 2 Efficiency standards at the pool and beach.
- Learners can describe how to set a Guest up for success at the pool and beach.

Save the Day (Interactive Lesson)

- Learners will identify which standards apply to the images shown of elements at the pool and beach.