



Forbes Travel Guide Online Luxury Service Training Curriculum

COURSE

LESSON COUNT: 2

Forbes Travel Guide Reservation Service Standards

LESSONS

LEARNING OUTCOMES

Luxury Reservations

- Learners can define the role a reservationist plays in providing a luxury experience.
- Learners can list the 1 specific standard that belongs to the Elements of Luxury classification during a Guest reservation.
- Learners can explain what Graciousness, Thoughtfulness & Sense of Personalized Service looks like when making a reservation.

Taking a Reservation

- Learners can identify 4 key standards when booking a reservation.
- Learners can identify 3 key standards when confirming a reservation.

The Reservation (Interactive Lesson)

- Learners will be taken through the steps of a reservation, showing scenarios that highlight key standards.