



KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

5 PILLARS OF HOSPITALITY WORKSHOP



SERVICE

Centered around the basics that no one teaches but everyone expects you to know. We will cover front of house behavior, professional member interactions, posture, verbiage, phone etiquette, and attitude skills for luxury service environments.



PROBLEM SOLVING

Interactive operational scenarios in which participants are presented with challenges and tasked to problem solve. Areas of education include identifying the root cause, formulating a plan, and implementing sustainable resolution.



TEAMWORK

Understanding what it means to be a cohesive team player in a luxury service environment. Highlights include navigating change, stress, habits, self-awareness, accountability, giving & receiving feedback, and fostering a culture of excellence.



HANDLING COMPLAINTS

Equipping participants with the tools they need to succeed in the feedback rich environment of private clubs: apologize, acknowledge, action, follow-through, follow-up, and close the loop with members and the other key players involved.



ACTIVE LISTENING

The greatest challenge with communication is the illusion it has taken place. We will spend time focusing on communication styles, best practices, listening blocks and common pitfalls to effective communication.



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