

# Manager Mindset – The Culture of Hospitality

## Online course outline

### What is Hospitality?

#### Creating the Guest Experience

#### Leading a Culture of Hospitality

#### Ingredient #1 - Manager Mindset

- Making the Commitment
- Valuing the Team
- Necessary Adjustments
- Change Your Staffing Approach

#### Ingredient #2 - Communication

- Setting Expectations
- When Things Go Wrong
- When Things Go Right
- Inter-Teamwork and communication

#### Ingredient #3 - Focus

- Set the Stage
- Know Frequent Guests' Preferences
- Special Subtleties
- Introduction to Guest Personas

#### Ingredient #4 - Bring on The Wow

- Preparedness
- Awareness
- Desire to deliver

#### Managers Mindset – Application exercises

(apply what you have learned elements are fully customizable)

- Quiz, Exercises, Breakout worksheet, Success Roadmap

