Forbes TRAVEL GUIDE

HOSPITALITY TRAINING - STAR JOURNEY PROGRAM – GROUP NORTH
NOVEMBER 25TH - NOVEMBER 26TH 2026

Location: Hilton - St Julian's

DAY 1 – Wednesday, November 25th

9:00am – 11:00am ***Going Beyond the Guest Expectations***
Recommended Audience *Front Desk – Concierge – Reservations - Bell Staff – Housekeeping*

This session explores how hospitality teams can consistently surpass standard guest expectations by delivering proactive, intuitive, and elevated service beyond routine requirements. The session highlights how intentional, guest-centered behaviors enhance the overall guest journey and create genuine, long-lasting emotional connections through consistent, guest-focused care. Participants will gain practical skills through case studies, interactive discussions and role-play practices for:

- Recognizing unspoken guest needs and proactively taking action to exceed basic service expectations
- Practicing proactive guest interaction techniques to anticipate preferences before requests are made
- Applying destination and local knowledge to deliver tailored, context-aware service enhancements
- Building stronger guest loyalty through small, consistent acts of care

11:15am – 1:15pm ***Delivering Service Excellence Across Different Cultures***
Recommended Audience *Front Desk – Concierge – Reservations - Bell Staff – Housekeeping*

This session unpacks how cultural norms shape guest perceptions, communication styles and service expectations. Beyond simply identifying differences, participants will develop mindful approaches to connect authentically with guests from varied backgrounds. The training highlights thoughtful, intentional adjustments to everyday service moments, helping teams foster comfort, build rapport, and prevent miscommunication across the full guest experience. Participants will explore:

- Reading subtle cross-cultural cues during guest interactions
- Adapting verbal communication and nonverbal etiquette naturally
- Tailoring routine service touches to respect diverse cultural preferences
- Resolving moments of cultural misalignment with empathy and poise

1:15pm – 2:15pm **Break**

2:15pm – 4:15pm ***Building Resilience in Hospitality***
Recommended Audience *Front Desk – Concierge – Reservations - Bell Staff – Housekeeping*

Hospitality professionals frequently work in fast-paced and demanding environments. This session explores practical approaches to maintaining composure, adaptability, and a positive service mindset while responding to changing guest expectations and operational pressures. Participants will gain practical skills through interactive discussions and role-play practices for:

- Understanding personal responses to pressure and challenging situations
- Maintaining professionalism and emotional control during demanding interactions
- Using appropriate language for different guest personalities and situations
- Building confidence when handling unexpected situations

4:30pm – 6:30pm ***Cultivating Ownership of the Guest Experience***
Recommended Audience *Front Desk – Concierge – Reservations - Bell Staff – Housekeeping*

This session focuses on developing a stronger sense of personal responsibility for the guest experience. We will discuss how taking ownership and acting proactively can prevent service gaps and strengthen guest confidence. Participants will explore and practice on:

- Taking responsibility for guest requests from beginning to resolution
- Recognizing when to act independently and when to involve colleagues
- Anticipating potential service gaps before they affect the guest
- Communicating effectively during handovers and follow-up

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DAY 2 – Thursday, November 26th

9:00am – 11:00am ***Exceeding Guest Expectations Through Cross-Cultural Service Awareness***

Recommended Audience *Restaurant Servers – Hosts – Pool - Bartenders*

This streamlined session explores how cultural backgrounds shape guests' communication, unspoken preferences and expectations across dining, bar and poolside experiences. The training focuses on practical, guest-centric adjustments to create inclusive, personalized, and memorable interactions for all international guests. Participants will learn:

- Reading subtle cross-cultural cues during dining, bar and poolside guest interactions
- Identifying unspoken guest needs and proactively anticipating diverse preferences
- Adapting communication and service details for inclusive cross-cultural experiences
- Delivering consistent, thoughtful service touches to exceed guest expectations

11:15am – 1:15pm ***Building Ownership and Resilience in Hospitality***

Recommended Audience *Restaurant Servers – Hosts – Pool - Bartenders*

This session explores the relationship between personal ownership, resilience, and service consistency. Participants will consider how to remain composed under pressure while still taking responsibility for resolving guest needs and supporting colleagues. Participants will gain practical skills through case studies, interactive discussions and role-play practices for:

- Understanding personal responses to pressure and challenging situations
- Using appropriate language for different guest personalities and situations
- Taking ownership rather than passing responsibility
- Recognizing when to act independently, when to involve colleagues and communicating effectively

1:15pm – 2:15pm **Break**

2:15pm – 4:15pm ***Cross-Departmental Collaboration for Seamless Experience***

Recommended Audience *Front of the House and Back of the House Managers*

This session focuses on how effective communication and collaboration between departments contribute to a smooth and consistent guest journey. Participants will explore common points where service gaps can occur and how stronger coordination can reduce friction for both guests and colleagues. Participants will explore:

- Understanding how different departments contribute to the complete guest journey
- Identifying key moments where information must be shared
- Communicating proactively to prevent missed requests or duplicated efforts
- Supporting colleagues when guest needs cross departmental boundaries
- Using operational tools and technology to support communication where appropriate

4:30pm – 6:30pm ***Conducting Effective Pre-Shift Activity***

Recommended Audience *Front of the House and Back of the House Managers*

This session guides leaders to design and deliver interactive, activity-based pre-shift briefings, moving beyond routine announcements to meaningful team alignment. Leaders will explore how engaging pre-shift activities motivate teams, unify service focus, and drive consistent performance across daily operations. Participants will practice on:

- Designing structured pre-shift activities with appropriate timing, duration and clear focus
- Engaging and involving all team members to ensure full participation in shift alignment
- Applying the concept of "Why Behind the Standard" to link the activity with service standards
- Sustaining consistent team behaviours and service performance through timely, effective feedback