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## Programs and Services 2003

The intent of our services is to help you create an ever-improving fit between the product you offer, and the expectations of your guests.

We believe this "ever-improving fit" should simultaneously improve productivity, guest and employee satisfaction.

These services range from off the shelf courses to installation of customized systems, standards and training designed to dramatically improve the delivery and the quality of your service.

We take care to make all our services and programs flexible and extraordinarily responsive to each of our clients needs in terms of contents, schedule and budgets.

This catalogue is a sampling of our courses and services, based on our 30 years of experience training 100,000 hotel staff and management in over 35 countries.

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## TRAINING SYSTEMS

*The Victoria Training System* will directly help you set in place training that will impact your bottom line and improve customer and employee satisfaction.

*The Victoria Training System* is based upon your hotel's strategic goals and your customer's perception and expectations of service. We work with managers to set up training to focus on current needs. The system consists of the following:

- Training needs analysis
- Consistent, comprehensive standards
- State of the art training skills
- Certification program to ensure staff are trained to standards on guest critical standards
- An easily maintainable weekly training system
- Measurement systems to measure results

Training based on your strategic goals and your customers' expectations will improve motivation, commitment and reduce turnover, as employees begin to see concrete, measurable results from their efforts.

## CUSTOMIZED TRAINING

In addition to established programs, we also develop training programs to meet specific customer needs, for example:

- Team Building Workshops
- Effective Interviewing and Selection
- Positive Performance Appraisals
- Hotel 101 (an introduction to hotel operations for non-hotel personnel)
- Conducting Productive Meetings

We can develop almost any program to assist organizations to improve management and employee skills, service and productivity.

## **EXECUTIVE RETREAT**

### **The Victoria EXECUTIVE RETREAT**

**THIS IS FOR:** Owners, General Managers, Executive Committees and Department Heads

**OBJECTIVES:** Victoria's Executive Retreat provides an opportunity to:

- Define or redefine the identity and position of the organization by team review of their competitive set
- Develop a shared vision and mission
- Build a team based on trust who are able to communicate their needs and understand the needs of their team
- Form individual commitments to the team by all members
- Establish an Action Plan by which the team will hold itself accountable
- Create methods/systems to measure success

This retreat enables participants to understand each other, the direction of the hotel and their roles in achieving the company vision.

**BENEFITS:** Participants emerge with a clear sense of short and long term goals, and the tools and inspiration to work together as a team to achieve these goals.

**FORMAT:** A two or three-day retreat, preferably off site.

## MANAGEMENT COURSES

### 1. **BOSS**<sup>SM</sup> (**B**asics **O**f **S**upervisory **S**kills<sup>SM</sup>)

THIS IS FOR: Managers and supervisors.

OBJECTIVES: *BOSS*<sup>SM</sup> uses innovative and experiential techniques to help hotel supervisors and managers acquire the skills, knowledge and attitudes to supervise staff effectively. Participants define their roles as supervisors, learn situational leadership and improve their communication, delegation, interpersonal, motivational and problem-solving skills.

BENEFITS: *BOSS*<sup>SM</sup>, taught in over 30 countries, equips both experienced and new supervisors and managers with the skills and knowledge to become more effective leaders. It builds self confidence, reduces unproductive behaviors, and empowers participants to manage their staff productively.

FORMAT: A two-day in-house seminar taught in groups of up to sixteen (16).

### 2. **TRAINING FOR RESULTS**<sup>SM</sup>

THIS IS FOR: Managers and supervisors.

OBJECTIVES: *Training For Results*<sup>SM</sup> teaches hotel managers and supervisors to design and install ongoing training programs using the most effective training techniques. Participants design and conduct several 8 minute training sessions that are video taped and critiqued by the group.

BENEFITS: *Training For Results*<sup>SM</sup>, taught in over 30 countries, gives hotel managers and supervisors the skills and confidence to conduct effective, state of the art training on a regular basis. Participants learn how training can increase employees' motivation, self-confidence and loyalty.

FORMAT: A three-day in-house seminar taught in groups of eight (8).

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## MANAGEMENT COURSES

### 3. TRAINING FOR SUCCESS

- THIS IS FOR:** Managers and supervisors.
- OBJECTIVES:** *Training For Success* teaches managers and supervisors to effectively train staff on a one-on-one basis, including coaching, monitoring and follow-up procedures.
- BENEFITS:** *Training For Success* gives managers and supervisors the skills and confidence to effectively coach staff or coworkers who are not performing according to the required standard. They will learn to monitor their progress and take appropriate further action, if necessary.
- FORMAT:** A one and a half-day in-house seminar taught in groups of up to sixteen (16).

### 4. QUEST FOR TOTAL QUALITY

- THIS IS FOR:** All levels of staff.
- OBJECTIVES:** This challenging, and fun, two-day business simulation game, QUEST, introduces the basic concepts of total quality to management and staff. It is an ideal way to establish a company-wide understanding of total quality service, when embarking on a total quality effort. *Quest for Total Quality* focuses on customer orientation, inter- and intra-department teamwork, continuous improvement, measurement and process re-engineering.
- BENEFITS:** Participants gain a common understanding and mastery of total quality management concepts. While having fun, participants take away specific strategies to begin implementing total quality management concepts in their jobs.
- FORMAT:** A two-day in-house workshop taught in groups of sixteen (16) to thirty (30).

## FRONT LINE COURSES

### 1. **TIGER<sup>SM</sup>** (Training In Guest Employee Relations<sup>SM</sup>)

**THIS IS FOR:** All hotel front-line employees.

**OBJECTIVES:** *TIGER<sup>SM</sup>* uses innovative and experiential techniques to help staff develop a customer orientation, an understanding of service excellence and the interpersonal and problem-solving skills necessary for professional, efficient and gracious customer service.

**BENEFITS:** This course, taught to over 150,000 staff in 30 countries, empowers front line staff to take responsibility for customer satisfaction and delight. It promotes teamwork, and improves service quality and customer satisfaction.

**FORMAT:** A two-day in-house seminar taught in groups of up to sixteen (16). We can also certify your trainers to teach *TIGER<sup>SM</sup>*

### 2. **SERVICE RECOVERY**

**THIS IS FOR:** Every employee and manager who interacts with customers.

**OBJECTIVES:** *Service Recovery* teaches front line staff the skills and techniques needed to turn negative situations into positive outcomes. *Service Recovery* incorporates the organization's values and principles and teaches participants to use these when dealing with service challenges.

**BENEFITS:** Participants are able to confidently deal with challenging situations and show more empathy when confronted with a service challenge.

**FORMAT:** A two-day in-house seminar taught in groups of up to sixteen. (This can also be compressed into a one-day seminar if there are time constraints.)

## FRONT LINE COURSES

### 3. PROFESSIONAL TELEPHONE ETIQUETTE

- THIS IS FOR:** Every employee who interacts with customers on the telephone.
- OBJECTIVES:** *Professional Telephone Etiquette* teaches telephone skills that create positive first impressions. Participants learn to maximize the first 15 seconds, to enunciate clearly, and to use active listening techniques to clarify a caller's needs. They learn to place callers on hold and transfer calls without irritating the caller.
- BENEFITS:** Participants confidently create strong positive perceptions of their organization through telephone interactions. They handle difficult callers professionally and efficiently, and transform complaints into valuable feedback, and loyal customers.
- FORMAT:** A one-day in-house seminar taught in groups of up to sixteen (16). (This can also be taught in 2 half-day sessions.)

## SUMMARY OF COURSES

<b>MANAGEMENT COURSES</b>		
<b>Course</b>	<b>Focus</b>	<b>Duration</b>
1. BOSS <sup>SM</sup>	Improving supervisory skills of managers and supervisors	2 days
2. TRAINING FOR RESULTS <sup>SM</sup>	Training skills for group training	3 days
3. TRAINING FOR SUCCESS	Coaching skills for one-on-one training	1.5 days
4. QUEST FOR TOTAL QUALITY	Teamwork and total quality management	2 days
<b>FRONT LINE COURSES</b>		
5. TIGER <sup>SM</sup>	Improving customer service and employee relations	2 days
6. SERVICE RECOVERY	Turning negative situations into positive outcomes	2 days
7. PROFESSIONAL TELEPHONE ETIQUETTE	Portraying a positive and professional image over the telephone	1 day

## HOTEL OPENING SYSTEMS

Opening a new property with staff fully trained in their jobs, and equipped to handle difficult situations knowledgeably, and graciously is one of the greatest challenges a hotel management team faces – and the most important. Victoria International Corporation has developed a world-class system for opening premiere hotels. We have opened over 77 four and five star hotels around the world. These hotels have achieved the highest service ratings while experiencing unusually low turnover.

Victoria's Hotel Opening System sets in place the following:

- A clear Hotel Product definition
- A Critical Path for training and selection
- Trainer training for executives and managers
- Standards and procedures and training materials
- Training materials for all jobs
- An effective staff selection system
- Guest relations training
- Supervision of job skills training
- Supervision of pre-opening simulation

### THE VICTORIA INTERNATIONAL PREMIERE HOTEL OPENING SYSTEM

