

Luxury Hospitality Service Specialist



Brochure 2020

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LUXURY HOSPITALITY ACADEMY

"Inspiring excellence in service by developing caring hospitality professionals"

Luxury Hospitality builds on the work of Peter Vogel who, for more than a decade, has been setting industry benchmarks for interior and hospitality standards.

The Luxury Hospitality Academy provides 7-star interior and hospitality training for crew on-board superyachts, high-end (river) cruises, elite domestic estates, boutique hotels and resorts.

Regardless of your sector, our specialist trainers transfer their knowledge, experience, expertise, inspiration, motivation and vision to participants so they can ultimately master *The Art of Service*.

Our courses are offered both on site and at our training facility close to Amsterdam, where we offer courses at Chateau Marquette.

All our courses are accredited through the PYA GUEST (Guidelines for Unified Excellence Service Training) standards.

Kind regards,
Peter

A handwritten signature in black ink, appearing to read 'Peter Vogel', with a long horizontal flourish extending to the right.



TRAINING INFORMATION

Duration: 5 days
Location: Heemskerk, The Netherlands
Accredited: Luxury Hospitality programme, PYA GUEST

This Luxury Hospitality training will provide the following:

- LHG certification; Luxury Hospitality Service Specialist
- PYA GUEST certification; Yacht Interior Advanced Service – Level 1 [3 days]
- PYA GUEST certification; Yacht Interior Advanced Service – Level 2 [2 days]

The Luxury Hospitality Service Specialist training is a very hands-on, practical training experience to engage the service mind-set and increase confidence, finesse and expertise in the different service style techniques.

By building on relationships through teamwork and identifying personal responsibilities, participants learn how working together to streamline operations, both in the front and back of house, will improve the service flow and ultimately improve the guest experience.

Service training modules:

- Role of the Hospitality Specialist | Interior Yacht Professional
- Service organization
- Service styles including; American, French, Butler, Russian, Buffet, Silver & Synchronized
- Service sequence & the service plan
- Table settings & table seating
- Menu & Food knowledge
- Table preparations; flambé, filleting, carving etc.
- Wine & Champagne service techniques
- Room & tray service
- Caviar service
- Cigar service
- Protocol / Etiquette
- Communication – verbal & non-verbal
- Complaint handling

"Oh! That was such a great experience! It helped me systemize my work ethic and opened my eyes on many details I wasn't aware of before."
Estera Furmanczyk – Stewardess

TRAINING INFORMATION

The course is focused on providing you with as much practical exercises as possible. We feel that it is vital for you to learn about the technical service aspect and at the same time it is equally important to learn about the essence of “hospitality”. Understanding how a guest feels, whilst you provide the service is essential and therefore we give you the opportunity on multiple occasions to experience being a guest!

	SERVICE SPECIALIST TRAINING	CERTIFICATION	LOCATION
DAY 1	Introduction day, focused on providing you with a systematic approach to service in general setting you up for success in your future.	Yacht Interior Advanced Service Level 1	CHATEAU MARQUETTE
DAY 2	An amazing day at the Miele Professional Experience centre where you will be challenged and inspired at the same time learning all about table preparation styles like carving, filleting, flambé etc.	Yacht Interior Advanced Service Level 2	MIELE PROFESSIONAL
DAY 3	We will continue learning and experiencing in the amazing city of Rotterdam. With visits staged throughout the day to our vegetable, fruit and fish & seafood specialist partners & suppliers. We will make learning come alive!	Yacht Interior Advanced Service Level 1	ROTTERDAM
DAY 4	We will travel to the city of Amsterdam where we will learn all about cigars, visit a Michelin restaurant for lunch and meet up with our meat specialists to learn all about the latest trends in their field.	Yacht Interior Advanced Service Level 2	AMSTERDAM
DAY 5	The final day starts with a glass tasting in the morning provided by our specialists and continues with a Family style & a Buffet practical for the whole team. The afternoon is closed by a fun theory & practical test.	Yacht Interior Advanced Service – Level 1 & 2	CHATEAU MARQUETTE



TRAINING PACKAGES

The extraordinary training is held at Chateau Marquette north of Amsterdam, The Netherlands. The estate has a beautiful 18th century listed castle surrounded by 26 hectares of nature. At 300 meters Hotel Marquette is situated at the same grounds. The castle features Royal décor and a very friendly team of welcoming staff who will look after you during your stay.

All packages include the course materials, tours, certificates, coffee, tea, drinks and snacks during the training, as well as lunch throughout your stay.

The investment is € 575,- per person, per day (the total for 5 days € 2875,-)

The course commences each day around 9.00 and wraps between 17.00 and 21.00

Students mostly choose to stay at the estate for the duration of the course. Therefore we have arranged for different hospitality packages. Staying at the estate means that all the rooms throughout the estate are at your disposal after course hours. We recommend you arrive on Sunday, late afternoon / evening. A welcome dinner is provided at 1900 and the remainder of the evening gives you a good opportunity to get to know your fellow students for the week.

Chateau Marquette is situated 20 minutes by taxi [65 Euro] or UBER [30 - 35 Euro from Amsterdam/Schiphol Airport.

Accommodation, breakfast & dinner is available at Waterland Estate at a special preferred rate:

- Shared accommodation € 125,- per night
- Single accommodation € 165,- per night
- *Minimum amount of students apply [6].*
- *All pricing excludes VAT, when applicable*
- *Our Terms & Conditions apply*

TRAINING DATES

Luxury Hospitality SERVICE SPECIALIST

5 days

16 – 20 March 2020

ABOUT THE TRAINERS

Peter Vogel

Peter has spent more than 20+ years working onboard and acting as a consultant to some of the largest yachts and cruise ships in the world. As a former butler, steward, chief steward, interior manager and fleet hospitality and event manager, Peter has overseen hospitality operations for some of the world's most impressive motor yachts including MY Octopus, MY Lady Moura and MY Tatoosh. Furthermore, he has produced luxury events on all 7 continents of our globe.

Peter has worked closely with the Professional Yachting Association (PYA) since 2011 to create the PYA GUEST Programme, putting in place an industry benchmark for interior and hospitality standards.

In 2012, Peter was instrumental in developing a partnership with the Warsash Maritime Academy which led to the establishment of the Warsash Superyacht Academy, now a world leader in superyacht training for interior, deck and engineering.

As founder and Managing Partner of the Luxury Hospitality Group (LHG), Peter plays a pivotal role in ensuring the group's Luxury Hospitality Academy and UX-Hospitality services are delivered.



Peter Vogel
Hospitality Specialist
Managing Partner / CEO



Renata Balla
Hospitality Specialist
Senior Trainer / Consultant

Renata Balla

After graduating and driven by a desire to travel, Renata started working for luxury cruise line Radisson Seven Seas (later renamed Regent Seven Seas). Having started on-board the Radisson Diamond as a waitress, Renata quickly demonstrated her passion for excellence and skills in personalised service, so was promoted to Head Waitress on-board both the Seven Seas Mariner and Seven Seas Voyager. Among Renata's notable achievements was when, in 2004, she was promoted to Maître D'hôtel in the signature restaurant under auspices of "Le Cordon Blue"; Renata held this position for four years while circumnavigating the world.

Having worked for more than 10 years on cruise ships, Renata was given the opportunity to enter luxury yachting by working for the Royal Family in the United Arab Emirates. She started as Chief Stewardess and, after a relatively short time, was promoted to Hotel Manager/Purser onboard MY Dubawi managing special events and voyages for the family. In this role, Renata also assisted other vessels in the royal fleet including MY Smeralda, MY Red Sapphire and MY Dubai.