



# Luxury Hospitality

## Leadership & Management



### Brochure 2020

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## LUXURY HOSPITALITY - ACADEMY

*"Inspiring excellence in service by developing caring hospitality professionals"*

### Self-Managing Leadership training

We at the Luxury Hospitality Academy have all worked on-board yachts and cruise ships and are incredibly passionate about hospitality & effective leadership. We have teamed up with true professionals in different fields to ensure that you will not only gain the required skill set, you will be motivated to work on your personal and professional development long after your visit to Chateau Marquette.

This is why we have partnered with key specialists in leadership & management training. We have set out to provide professionals like you with the tools and guidance that you need to successfully manage yourself, the individual crewmembers in your team, the actual team as a whole and the relations with other departments.

We are providing these tools for you to obtain an edge through innovative leadership development certification. The ILM certification you receive is recognized outside of our industry and incorporates self discovery, assessments and coaching.

***Superyacht executive development customised for you!***

Kind regards,  
Peter



## TRAINING INFORMATION

**Duration:** 5 days  
**Location:** Heemskerk, The Netherlands

**Accredited:**

- Institute of Leadership & Management [ILM] UK
- Talent Dynamics
- GUEST IAMI

This Luxury Hospitality training will provide the following:

- LHG Certification; Self-Managing Leadership
- GUEST IAMI Certification; Yacht Interior Management
- ILM Certification; Continuous Professional Development

The Luxury Hospitality Self-Managing Leadership training provides key information for crew who operate at [middle] management level in professional yachting.

The syllabus includes team building & communication techniques, administration, information & financial management tools, leadership development and in-depth event & destination management. Furthermore there is a strong emphasis on human resource skill development, which includes recruiting, performance management, mentoring and coaching.

The training completes the learning path for a hospitality professional, ensuring that all elements have been discussed, handled and clarified.

**“I didn't know what to expect from this course, but very much wanted to do something like it. Thought that it was eye opening and very interesting and would like to recommend this course to anyone who wants to become a better manager**

**Jacob Lie, Bosun on MY Here Comes The Sun**



## TRAINING INFORMATION

This training program is designed for anyone who is in a position of responsibility, wishing to expand their knowledge and who needs effective tools to lead them to great performance.

Through this program, we help the leader to better understand the impact he/she can have on individuals and team performance, as well as the need to be flexible and adaptable.

On completion of this training, participants will have the knowledge and skills to develop, coach, mentor and motivate their crew or staff towards a common goal.

	LEADERSHIP & MANAGEMENT TRAINING	CERTIFICATION	LOCATION
DAY 1	The first day is all about understanding yourself before we can focus on others. We showcase the impact you can have on peers and the overall team performance, as well as the need to be flexible and adaptable. An inspiring day which lays the groundwork for the week to follow.	GUEST Interior Yacht Management & ILM	CHATEAU MARQUETTE
DAY 2	On day two we take a deep dive into Personal Leadership through the 7 Habits of Highly Effective People. Great performance requires a common set of values, behaviors, and skills that align individual capabilities to your yacht's vision. You will learn the timeless principles of human effectiveness that propel you toward greater maturity and performance. You learn that true success comes from the inside-out.	GUEST Interior Yacht Management & ILM	CHATEAU MARQUETTE
DAY 3	On day 3 we explore the 6 Critical Practices for Leading a Team. These practices equip you with the essential skills and tools to get work done with and through other people. The 6 Critical Practices for Leading a Team provides you as a leaders with relevant and practical resources to help you excel in this tough and demanding role.	GUEST Interior Yacht Management & ILM	CHATEAU MARQUETTE
DAY 4	Event production extraordinaire! A day where you are teamed up and tasked to design the most amazing event. Whilst going through the exercises you are learning a systematic approach to event production and destination management.	GUEST Interior Yacht Management	CHATEAU MARQUETTE
DAY 5	The essential management training required a bigger picture of managing the operation. We provide you with an admin tool box to effectively run the hospitality management of a luxury asset.	GUEST Interior Yacht Management	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, certificates, coffee, tea, drinks and snacks during the training, as well as lunch and dinner 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 18.00. We do organize evening workshops and presentations around the meals.

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 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] / uber [30 - 35 Euro from Amsterdam/Schiphol Airport.

Accommodation, breakfast & dinner is available at Hotel Marquette 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 Self Managing Leadership

5 days

16 - 20 March 2020  
12 - 16 October 2020



## ABOUT THE TRAINERS

### **Martin Mainey**

Talent Dynamics: Dynamo Energy – Creator profile

Martin's passion for leadership developed through his twenty-year long career in education. Progressing through the ranks rapidly he worked as a senior leader for many colleges and private training providers, where he has a strong track record for improving performance. He is an experienced Ofsted Inspector and was commissioned by The Premier League to assess the quality of teaching and learning within its education provision.

Martin's inspiration for the hospitality industry came through his family's event management company and he has significant experience in delivering high quality hospitality experiences at functions, exhibitions and high-profile sporting events. Martin's love of travel and sailing brought him into the Super Yacht industry where he worked both interior and on deck. Martin has invested heavily in his personal development, holding two post graduate qualifications in leadership and management. He is an NLP practitioner, a licenced trainer in the 7 Habits of Highly Effective Managers and is trained in the Enneagram. Martin is a committed family man and enjoys exercise, sport and music.

Unleashing potential is what matters to Martin, supporting people to be the best they can be. With his rich leadership background and his experience in the Super Yacht industry, Martin joins the LH team as a Leadership specialist, facilitating practical workshops for our clients around the world.



**Martin Mainey**  
Head of Leadership



## ABOUT THE TRAINERS

### Georgie Mainey

Talent Dynamics: Tempo Energy – Trader Profile

The passion for hospitality began for Georgie through the inspiration of her father who was a Swiss trained chef. Commencing her training as a chef was quickly followed by her graduation with a degree in Hotel Management. Whilst at University Georgie worked for her father's events management company which saw her become the corporate suite manager for Commonwealth Games at the age of 20. It was her love of sailing that introduced Georgie to the Super Yacht industry.

During her 10 years on board superyachts, Georgie progressed from the interior department to then qualify as first officer. This involved managing for both privately owned yachts and charter companies. Whilst raising her children Georgie completed her teaching degree in the UK and became the Head of School at a Grade 1 Hospitality College. This culminated in her becoming Lead Exam Writer and Quality Assurer for National Hospitality Qualifications in the UK.

For the last couple of years Georgie has been the hotel Fleet training consultant for both Cunard and P&O Lines. This has included managing and overseeing projects to meet with the requirements of the ship operation, the stakeholders objectives and the development of the crew on board. Her most rewarding training project was in the Philippines. Whilst in the provinces she became involved in local sustainability projects, something that Georgie continues and is still proud to support.

Georgie brings a wealth of experience in both project management and quality assurance to Luxury Hospitality Management. In particular focussing on the logistics of large crew compliments, hotel groups, liaison with flag states and working with relevant national and international awarding bodies. Commitment and attention to detail is what matters to Georgie and delivering her client's needs.



**Georgie mainey**  
Head of Academy



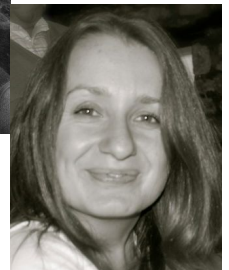
## ABOUT THE TRAINERS

### George & Kirsty Brooks

We are thrilled to be able to invite the founders of exclusive Superyacht event management company Asaro to join us for a full day session with our participants, giving them an exciting team challenge to complete and passing on a wealth of event management tools and techniques.

Asaro have taken their passion and expertise to lift the bar in our industry to extraordinary heights, combining travel and adventure with history and culture, to create imaginative and unforgettable experiences that capture the essence of discovery anywhere in the world. Asaro is founded on the belief that people who want to create the perfect live event need to work with Live Experience specialists, who are able to not just magically create, but successfully deliver!

Asaro is driven by years of live events experience and is supported by extraordinary creative partners. Brilliant creativity is brought to life seamlessly through exceptional planning and logistics, enabling clients to look beyond the existing boundaries of what is possible!



**George & Kirsty Brooks**  
Event Production &  
Destination Management  
ASARO