



Hospitality a la carte training brochure

Reboot yourself and refresh your skills

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La Belle Classe
Academy
by the Yacht Club de Monaco

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*“You must take personal responsibility.
You cannot change the circumstances,
the seasons, or the wind, but you can
change yourself. That is something you
have charge of.”*

- Jim Rohn -

INTRODUCTION

Take the Art of Service to the next level

Do you know your boston shaker from your bitters? Your dash from your splash? Do you consistently amaze your guests with your flair for flambé? Whether you're a seasoned professional or a complete novice, there's always something new to learn in this industry. Take this opportunity to sharpen up your service skills, skyrocket your confidence and have a lot of fun in the process.

You're free to pick just one or two days from the programme to focus on particular areas. However, as we always say, this industry isn't just about what you do – it's about who you are!

Find out more about what makes you tick? We want to help you discover what it is you really enjoy and where you shine, which is why we highly recommend that you invest in our Insight Day – during this process you'll find out more about what makes you tick, what motivates you and where your inherent talents lie. You'll leave with a deeper understanding of yourself and others, as well as more willing to celebrate everything that makes you and others unique individuals.



Unique collaboration

LH and La Belle Classe Academy share the same ethos and values. We both strive to deliver the highest level of service and assist our clients to become the best they can be. So it seemed just a matter of time before we joined forces.

LH is used to running courses for individuals in the Netherlands and they have used beautiful mansions for that in the past. However, bringing this to a yacht club means that crew on board yachts in port can now join us without the need to travel. Our shared goal is to expand the current offering of La Belle Classe Academy and hopefully deliver training on board their members' yachts.

We are both committed to inspiring and training upcoming and established yachting professionals by offering a wide range of bespoke courses. Together we will deliver this brand new leadership course (and other courses) based on understanding different leadership styles and developing your strategy for success.

We look forward to connecting in person with everyone that joins us.



DAY 1

LH Dynamics

The first step towards improving your communication, emotional intelligence and leadership skills is self-awareness. This process can be revelatory for people. Through our Talent assessment and LH Dynamics training, our coaches will guide you towards a deeper understanding of yourself and others.

As you discover where your inherent strengths and talents lie, you'll increase your confidence, develop your self-compassion and improve your relationships with your colleagues. The results often prove to be life changing for participants.



"It doesn't get better! Exceptional passion that is infectious!"

- Piers Jeffries, Head of Service -

DAY 2

Bartending Basics

From sophisticated classics like the Manhattan to cheekier modern-day favourites, learn how to create a wide variety of cocktails with aplomb. We cover bar setup, tools for perfecting techniques and why choosing the right glass makes all the difference to the taste. You'll leave feeling far more confident about serving international guests onboard superyachts.

What we will cover:

- basic spirit knowledge and what to stock onboard
- how to pour – all the techniques you need
- setting up the bar and mise en place
- shake, stir, blend, layer and muddle – perfect your drink-making skills
- classic cocktails and modern-day favourites
- creating the perfect drink with speed and efficiency.

DAY 3

Mixology

Mixology is more than just mixing drinks. From flaming zest to Flairing and garnishing you'll learn how to stimulate the senses and create unforgettable guest experiences.

As you grow in confidence and build on your knowledge you'll have the chance to keep perfecting your impressive new skills and put them into action. The day will finish with a set of exercises to help you feel more at ease creating cocktails under pressure.

What we will cover:

- taste and flavour
- staging cocktails – elevating guest experience
- the principles of mixology – create synergy with dilution and balancing
- garnishes
- cocktail trends
- cocktail presentations
- marketplace mixology.



"The training was really informative and I've come away more knowledgeable, confident and inspired! I created a non-alcoholic cocktail option for the owner's wife based on the foundations you taught us!"

- Bernice Kew, Stewardess -

DAY 4 AND 5

Service Specialist

From Synchronised Service to filleting, carving and flambé skills, during this two-day program we will super-charge your confidence across a wide variety of service styles. You'll receive explanations, theories, continual guidance and mentoring, as well as the opportunity to put a number of things you've learnt into practice.

By the end of the two days, you'll feel more confident about the Art of Service. But more importantly, you'll have a deeper understanding of the unique set of talents and strengths you have to offer your team and yacht.

What we will cover:

- role of the Steward/ess
- service Management – organisational approach
- service styles, service sequence and service plan
- table settings and table seating
- wine and Champagne service techniques
- communication – verbal and non-verbal
- Standard Operating Procedures [SOP]
- mise en place
- presentation techniques
- arrival and departure
- blending protocol / etiquette
- how to handle complaints with ease and grace.

Cigars, Shisha and Specialty Tea

Shisha

Shisha smoking has been around for centuries and, over time, has been introduced in many different cultures. Each one has their own take on the process of set-up and smoking but we'll make sure you're comfortable with all of them. You'll learn about every component of the shisha – from set-up to managing the heat output, packing shisha bowls and meeting guest expectations. Our trainers have worked on board some of the largest and most unique yachts ever built, so you'll benefit from their unmatched expertise.

What we will cover:

- the history of shisha
- the mechanics of shisha and its different varieties
- shisha bowls
- tobacco
- cleaning procedures
- etiquette
- shisha mixology
- shisha meets seven star service.

DAY 6

Cigars, Shisha & Specialty Tea

CIGARS

We have designed this course specifically for professionals who work in the luxury industry. From the history of tobacco to choosing the most suitable cigar brands for your guests, this comprehensive and intensive training will answer all your questions.

What we will cover:

- the history of tobacco cultivation
- tobacco/cigar producing countries
- the growing/harvesting/curing processes
- anatomy of the plant and what leaves are used for
- blending of different leaves
- the rolling process
- different sizes and shapes
- cutting and lighting
- tasting and finding different flavours
- ageing cigars
- how to store, preserve and present cigars
- advice on what to stock on board
- spirit and cigar pairing.



"Extremely interesting and fun learning about the cigars, since it was a totally new area for me."

- Giulia Mori, Stewardess -

Cigars, Shisha and Specialty Tea

SPECIALTY TEA

Ensure your tea serving skills are up to international standards. From adding decorative flair to serving in a style that's specific to different cultures, future guests will delight in your extensive knowledge.

What we will cover:

- the history of tea
- the chemistry of tea
- tea production, tea varieties and what to stock onboard
- how to create the perfect cup of tea
- condiments and service styles
- iced tea
- how to deliver exceptional tea service.



"Great passion and overall learning experience."

- Stevie-Ann Wilcock, Chief Stewardess -

INVESTMENT

Included

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

Investment

The investment is € 575,- per person, per day.

Times

The course commences each day around 9.00 and wraps between 17.00 and 18.00.

All our trainings are accredited by GUEST IAMI





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“Don't wish it was easier, wish you were better. Don't wish for less problems, wish for more skills. Don't wish for less challenge, wish for more wisdom.”

- Jim Rohn -

LOCATION

It's extremely important to us that every individual leaves our training with more than just knowledge and skills. We want them to have a deeper understanding of their talents and strengths and the unique contribution they're capable of making to their colleagues and guests.

Many of our clients remark on their crew's increased confidence and happiness after training with us and how effectively they work together. Ultimately, a happier team results in happier guests, higher retention and leads to the perfect guest experience.

We cannot wait to share our passion and knowledge during our brand new pick 'n' mix style of training programmes at this exciting location

the Monaco Yacht Club

- Check our website for upcoming dates -





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