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**OUR VISION**

IGNITING A PASSION FOR SERVICE. INSPIRING THE BEST  
VERSION OF SELF. IMPROVING DESTINATIONS THROUGH  
INTENTIONAL DESIGN AND DEVELOPMENT.

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## **INSPIRATIONAL LEADERSHIP. ULTIMATE LUXURY EXPERIENCES.**

Insight Hospitality Solutions is a luxury consulting firm whose passion for creating partnerships with leadership and worldwide destinations drives our every thought. Current partners include ultra-luxury residential buildings, award-winning hotels and their in-house dining brands, private islands, and global royalty. The mission we have for serving others, building cohesive teams, and creating inspirational leaders is all-consuming.

Through immersive experiences, we become synced with your brand and guide team members to find joy in the everyday guest experience. We engage and push leaders to discover areas for refinement and develop custom training that nurtures culture and enhances your journey as a brand. Our approach is organic and personal, and our outcomes create the most memorable experiences for your guests.



## OUR PORTFOLIO OF SERVICES

Provision your team with the training and support needed to establish the finest luxury hospitality standards for you and your destination. All topics and training will be customized to your specific needs and desires. Courses could include:

### EXCEPTIONAL SERVICE TRAINING

PILLARS® of Luxury Service create foundational learning & development that teaches the necessary mindset to deliver exceedingly memorable experiences to guests

### HOSPITALITY CONSULTING

Expert insight and advice on how to elevate service levels for your guests while creating efficiencies for your staff

### LUXURY SERVICE TECHNIQUES & SUPPORT

Training, venue-specific service audits, curriculum design, and service standards design and integration based on the needs and expectations of your guests

### PROFESSIONAL DEVELOPMENT

Personal coaching, direction, and encouragement that improves staff capabilities and ensures each associate reaches their fullest potential of service. Includes Introduction to the Enneagram.

### TOTAL QUALITY MANAGEMENT

Orientation, on-the-job training tasks lists and documents, and learning journeys that are customizable and themed to each individual destination or brand. Includes onboarding design & implementation, and talent acquisition & development training.



## LEADERSHIP TRAINING & LEADERSHIP ACADEMY

We excel at training current and future leaders on how to effectively develop their communication, coaching, and training skills to reach the next level of leadership. Professional sessions can include:

### EMOTIONAL INTELLIGENCE

Leadership workshops & training designed to develop and strengthen emotional self and social awareness, including Enneagram Masterclass for Leaders

### EFFECTIVE COMMUNICATION

A thought-provoking workshop on verbal and non-verbal communication using a neurolinguistic approach to assist leaders and teams in reaching a common understanding

### COACHING & FEEDBACK

Sessions dedicated to helping leaders become more conscious of their approach to providing productive and motivating feedback to their staff

### LEADERSHIP STRATEGIES

Helping leaders understand their leadership intelligence levels, improve their abilities, and better manage guests, staff, and the operation

### STAND-UP / PRE-SHIFT MEETING TECHNIQUES

Coaching on how to properly prepare and execute effective meetings before shifts that are impactful and memorable for staff

### GREAT LEADERS ARE GREAT MENTORS

An enlightening session that showcases the many ways in which leading and mentoring have similarities and how to find impactful synergy between the two



The collective industry and guiding knowledge at Insight Hospitality Solutions has been garnered through years of experience and proven techniques. Through our expertly crafted curriculum and coaching, we seamlessly provide exceptional experiences for your brand and the associates who execute its vision every day. Solutions are thoughtfully designed to incorporate your culture identity and ensure synergy throughout the learning process. Innovative thinking allows us to provide a dynamic space for leaders and associates from all experience levels. Our global team at Insight Hospitality Solutions would be delighted to partner with you on your journey, and we look forward to the first step.

**CONTACT US TO GET STARTED:**  
**INFO@INSIGHTHOSPITALITY.COM**

