



hatss
HOSPITALITY & TECHNOLOGY SYSTEMS & SOLUTIONS

LEADERSHIP WHEN IT COUNTS

Practical, Effective, and Inspiring Leadership Actions to Create a Truly Memorable Heart-Based Hospitality Guest Experience

The Main Focus of the Workshop

This workshop has been created for hotel Senior Managers, Team Leaders, and Supervisors to support the process of creating a Heart-Based Hospitality hotel guest experience, which is strong in loving kindness, compassion, empathy, and heart-warming care.

It focuses on 20 essential aspects of leadership that are essential when creating a soft and gentle Heart-Based Hospitality guest experience. In addition, the participants will be trained in the 11 Elements so that they can deepen their Team Members in the core values above, and thereby develop in them the desire to practise them and create a Heart-Based Hospitality guest experience. This desire is created by the deepening process and related leadership skills and abilities.

The workshop also trains them how to be more inspiring and encourages them to want to be so. It is a very practical workshop that makes it very clear to the leaders what leadership actions, practices, and behaviours are needed to create Heart-Based Hospitality.

Introduction

The Guest Experience at the 5-Star level is changing from the traditional, narrow focus on rather emotionless standards of performance (SOPs) about quality and efficiency to a focus on creating truly memorable experiences for the guests. This is where the money will be made over the coming years, and being able to create a guest experience that is very high in emotional value and strong in warm heart energy will become essential for a hotel to be competitive and successful.

This change requires new leadership skills, behaviours, and actions as it cannot be created in the usual traditional ways.

Heart-Based Hospitality Has a Soft Spirit of Service

Creating Heart-Based Hospitality is about softening the spirit and feel of the guest experience by infusing everything one does with the spiritual core values of hospitality mentioned above. At this level, everything that the employees do should aim to touch the heart of the guests; even mundane tasks, such as placing a cup of coffee next to guest. Everything becomes an experience that creates warm feelings.

The New Skills, Knowledge, and Abilities Leaders Need

Hotel leaders who are used to being controlling managers will not be able to create such a guest experience. It requires Leaders to be able to deepen their Team Members in the core values of hospitality (loving kindness, compassion, empathy, and heart-warming care); to be able to touch their Team members' hearts so that they want to create a Heart-Based Hospitality guest experience; to know how to plan their day so that everything is focused on such a guest experience; to study a little quantum science in order to understand the nature of thought energy and heart energy as Heart-Based Hospitality is created by knowing how to change the body's energy so that it emits tangibly warmer energy; to know how to clear the energy blocks in their Team Members so that they have greater self-confidence, self-belief, and self-esteem; etc.

This workshop teaches Leaders the skills and knowledge, and develops the abilities they need to create levels of guest experience higher than what one encounters in a typical 5-Star SOP-Customer Satisfaction hotel.

Leadership Workshop

The heart produces the body's electromagnetic energy field. Heart-based hospitality changes the energy of the guest experience by working on the body's heart energy.

Leaders need to understand energy to create the guest experience of the future.

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The 11 Pillars of a Heart-Based Hospitality Experience

The participants will be taught 11 ways to deepen their Team Members about the vision statement so that they can achieve it. This includes energy techniques, which change the energy and spirit of the team, and create the desire in the Team Members to want to practise the core values in the vision statement.

The Leaders should implement some of these 11 Pillars daily and in combinations to deepen the staff and themselves about the meaning and feeling of the core values; and to create in both their Team Members and themselves the required attitude, frame of mind, and desire to want to create a Heart-based Hospitality guest experience. The workshop will teach the participants everything they need to know.

The Typical Weak Areas of Leaders

This is not a typical hotel supervisory skills workshop. Apart from the above, it also addresses the typical weaknesses of hotel Team Leaders and Department Heads, including the important leadership actions and activities that they often do not carry out.

These are addressed in 35 important areas of leadership, which include: how to make the hotel's vision become reality; how to be an inspiring leader; how to adapt to the changing times; how to increase revenue; how to develop the "soft" side of the business; how to increase the feeling of well-being and happiness of one's Team Members so that they feel motivated and happy; how to train skills and core values at the same time; how to coach so as to focus on both the job skills and core values; how to increase the heart energy of one's Team Members; how to connect with one's Team Members' hearts and win them over; amongst other areas.

It is a nuts-and-bolts, very practical kind of leadership workshop, 100% practical and down to earth, which meets the daily needs of the operation. There is nothing boring and theoretical about it.

If the Leaders practise the 20 points and the 11 Pillars continuously, they will have a major impact on the hotel operation, and one would expect both the hotel to become famous for its guest experience, and the Leaders' market value to increase.

Leadership Workshop

HATSS creates for hotels a heart-based hospitality guest experience that is strong in loving kindness, compassion, heart-warming care, empathy, creativity, and mystery.

It is very different to the generic SOP-Customer Satisfaction guest experience that one finds everywhere.

We can start you off, and then provide you the means and assistance to develop the guest experience and make the process self-sustaining.

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