



Master the Art of **GRACIOUS** — HOSPITALITY SERVICES —

CUSTOMIZED GROUP TRAINING

Customized Training. Real-World Results.

Customized group training is designed around your organization's service challenges, culture, customers, and goals.

MINIMUM GROUP TRAINING INVESTMENT: \$1,500

WHAT'S INCLUDE

- Discovery assessment focused on your service culture, needs, gaps, and goals
- Customized examples and discussion relevant to your organization and customers
- The 4 A's to WOW framework, practical service behaviors, and service recovery tools
- Building and sustaining a Gracious Hospitality Service Culture
- Participant takeaways and reinforcement resources
- One day of Virtual or in-person Gracious Hospitality Training

PRICING & ENGAGEMENT

Customized group training begins at a minimum investment of \$1,500 per day. Final pricing is based on group size, delivery format, level of customization, and overall scope. Larger groups, multi-session programs, leadership workshops, and enterprise engagements are provided through a customized proposal.

PAYMENT TERMS

- 50% of the contracted training fee is due upon signing of the training agreement.
- The remaining 50% balance is due on the day of training.
- Pricing does not include applicable travel expenses for in-person training. Required travel expenses will be outlined in the proposal or training agreement.

LET'S BUILD A STRONGER SERVICE CULTURE

Request a customized training consultation to discuss your team, service challenges, and goals.

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