



TRIPLE S

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CONSULTANCY

SERVICE SUPPORT SUCCESS

HAS LAUNCHED



EXCELLENCE

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IN SERVICE



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## Good Help Isn't So Hard To Find

### **Triple S Consultancy Tackles The Shortcomings Of The Yachting Industry**

In an age of wow factors, state of the art decor, glorious locations and out of this world cuisine, service can sometimes take a backseat.

Regardless of how fantastic the food is or whom the executive chef used to work for, if the service isn't the best it can be, the owner or charter guests WILL notice. Well-trained interior crew are a vital key to the success of any guest trip.

The yachting industry has struggled with a high turnover of crew for too long now; this can be said especially for the interior. Today, no matter how enthusiastic or dedicated the individual, too many high level service industry positions are filled by the inexperienced or newcomers to the industry with a lack of standardized training. Owners, Owner's Representatives, Captains & Management recognize the shortfalls found in their operations and are now looking for a way to sharpen skills of the untrained interior.

With courses conducted both onboard & at our chosen locations worldwide, Peter Vogel, Managing Director of Triple S Consultancy, along with the Triple S team and associates, tackle the growing need for professional, well-trained hospitality employees.

*"Our aim is to establish an industry wide standard that is recognized by owners, captains and crew alike," says Peter Vogel. "Training is an essential tool to keep crew motivated in their work and also helps reduce employee turn over. Furthermore, if some still operate on the theory that they can save money by hiring unskilled service crew, they do not realize that poor service and high turnover actually cost them more than they could ever save."*

Triple S Consultancy, has launched EXCELLENCE IN SERVICE, flexible Hospitality Training courses, designed for hospitality employees who are considering the service industry a lifelong profession.

The EXCELLENCE IN SERVICE program prepares its students for a successful and rewarding career. A well-trained and enthusiastic server can pull in a healthy income and climb the ladder to management with the right instruction. Intended to raise the level of professionalism of those working within the hospitality sector, EXCELLENCE IN SERVICE teaches the vital skills to deliver the finer points of guest services. Whether it be from how to properly greet guests, to pouring wine and clearing a table – details that make a difference to discerning guests. Armed with a formal skill set, your crew will find increased job satisfaction as skills & confidence grows. A happy employee and longevity go hand in hand.

Triple S Consultancy, together with affiliated partners; The Guild of Professional English Butlers, The Fabulous Shaker Boys & The Wine Guide have designed EXCELLENCE IN SERVICE; an innovative approach to trainings for the hospitality industry. Courses are delivered using a contemporary approach and are specifically intended to raise the level of professionalism of those working within the hospitality sector.

Group course requests and individual applications for any of the EXCELLENCE IN SERVICE, or Triple S training programs are accepted on a rolling basis. SPACES ARE STILL AVAILABLE IN JUNE in the South of France. Registrations or enquiries can be initiated online or by email.

For further information regarding EXCELLENCE IN SERVICE Hospitality Training dates; or any of the other services offered by Triple S Consultancy; including Interior Yacht Management (IYM), please visit [www.triplesconsultancy.com](http://www.triplesconsultancy.com) email [info@triplesconsultancy.com](mailto:info@triplesconsultancy.com).