



TRIPLE S

CONSULTANCY
SERVICE SUPPORT SUCCESS

HAS LAUNCHED



EXCELLENCE

IN SERVICE



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EXCELLENCE
 IN SERVICE

Excellence in service makes sense

Do You Have The Spark That Sets You Apart From Your Competition?

The financial climate today finds the yachting industry in an era of intense competition for the chartering of yachts. Management, captains and owners alike recognize that the quality of service provided can be a competitive advantage.

Most of us instinctively know that ensuring guest satisfaction during a trip is good business sense. When someone has a successful charter aboard a yacht and experienced impeccable service they tell others. This kind of “word of mouth” advertising is not only the most effective form of advertising, but it is also free. The downside of this is that the opposite is also true. When someone has a bad experience, they’ll go out of their way to discourage their friends and contacts to charter the yacht. One dissatisfied guest can cost you many future opportunities. Providing good quality service from the heart is a way of selling and promoting your charter yacht. It creates loyal clients and these returning guests can enhance advertising and ultimately result in increased profit. Your competitors may also find that your long-term loyal clients are not willing to risk doing business with them, which shrinks their potential market while increasing yours.

Triple S Consultancy recognizes how providing quality service can increase revenue and has launched its EXCELLENCE IN SERVICE hospitality training program to address such needs. Guest service should always be top priority therefore the intent of the training program is to establish an industry wide standard that is recognized and appreciated by owners and guests alike.

We have now commenced training, starting with our Butler Service I and Bartending & Barista trainings. All modules of the training program concentrate on the finer points of guest service and increase the knowledge and skill set of the trainees; points that are duly noted by discerning guests. Courses are delivered using a contemporary approach by recognized professionals in their field of hospitality.

In the upcoming weeks we are running our Wine Knowledge, Bartending & Barista and Butler Service II training courses. A good skill set and knowledge of the field in which you work is the best tool for increasing profits and reaping rewards from a satisfied guest.

| LOCATION | Biot, Antibes | | |
|----------|---------------|-----------------------------|-------------------------------------|
| MONTH | DATE | MODULE | MODULE |
| JUNE | 1st - 5th | B IN PROGRESS I | Bart IN PROGRESS Barista |
| JUNE | 8th - 12th | Butler Service II | Wine Knowledge |
| JUNE | 15th - 19th | E FULLY BOOKED I | Bartending & Barista |
| JUNE | 22nd - 26th | Butler Service II | Wine Knowledge |

SPACES ARE STILL AVAILABLE IN JUNE in the South of France.

For further information regarding EXCELLENCE IN SERVICE Hospitality Training dates please visit www.triplesconsultancy.com, email info@triplesconsultancy.com or call +44 7509 258 948.