



THE ART OF THE CONCIERGE

PRESENTED BY: LES CLEFS D'OR, USA
& STIEL MEDIA

CONTACT: Shujaat Khan, Head Concierge, Capital Hilton, 202-639-5712

CONTENT: *“Taking the High road of service”*
“Make it happen thinking”
“How to earn psychic salary”
“The wings of No”
“The Art of the Apology”
“Keeping your Spirit alive”
“Providing Directions”
“Making Restaurant recommendations”

REQUIREMENTS:

Meeting room – class room or U shaped set up
DVD player and television or screen
Flip chart with 4 colored markers
Pencils and paper for attendees
Refreshments and/or lunch

COSTS WITH AN APPROVED LCD TRAINER

- \$500 Licensing fees, trainer and workbooks for 30 provided by LCD USA
- Airfare, 2-night hotel room, airport transfers meals