



# HOSPITALITY LEADER

This five-part series equips professionals with essential skills for effective leadership in hospitality. Based upon SVH learning method.

Participants will gain key leadership, communication, teamwork, customer service, and management skills to confidently lead and drive success in hospitality.



## Session 1: Leadership Styles & Effective Communication

Learn about different leadership styles, how to adapt them, and communicate clearly to inspire and motivate your team.

## Session 2: Giving Clear Instructions & Feedback

Master the skill of providing concise instructions and constructive feedback to drive team performance and professional growth.

## Session 3: Enhancing Teamwork

Understand how to build trust, resolve conflicts, and create a collaborative work environment for better team cohesion.

## Session 4: Customer Journey, Upselling, Reviews & Complaint Handling

Enhance customer experience by identifying unique selling points, using upselling techniques, and effectively managing reviews and complaints.

## Session 5: Management and Task Planning

Develop essential management skills, improve task planning, and optimize productivity through effective delegation and strategic execution.

*Central location of  
Tribe Meeting & Trainingsroom  
Ijzerstraat 35A, Kura Hulanda  
Village Otrobanda*

*USD 499 per person, including 6%  
OB. Dates to be determined.*



Romy Nieuwenhuis  
Founder & Trainer Leadership

