

“ Hotels, restaurants and pubs are losing out on a £5b market because they are still failing disabled customers. ”

THE CATERER WEBSITE



DIVERSITY UNPACKED

DIVERSITY TRAINING FOR THE HOTEL AND HOSPITALITY INDUSTRY



“ ... London’s incredible diversity will ensure that every visitor will feel at home, whatever their culture, faith or language. ”

LONDON 2012 WEBSITE

Diversity is a fundamental and inescapable fact of life. However, diversity is not just about acknowledging difference; it’s about valuing and understanding the uniqueness of each person’s contribution to the workplace, to the community and to society.

Successful organisations have practices which challenge discrimination and promote respect and inclusion. Such places are creative, supportive and productive.

“Diversity Unpacked” brings together, in one comprehensive training day all the topical, legal and practical diversity concerns faced by hoteliers. Take a proactive approach to managing diversity and demonstrate to customers that you are sensitive to their beliefs, traditions and access needs. Unintentional slip ups and misunderstandings can cost you money and damage your reputation.

Who is the training for?

Hotel managers and staff dealing directly with a diverse community. Support your staff learning to be more confident.

- Unpacking perceptions and prejudices
- Delivering inclusive services for disabled guests
- Greeting people and appropriate contact
- Great customer experiences for guests to take back home
- Faith matters
- Food and drink
- When things go wrong; dealing with conflict

For an informal discussion about how we can work together please contact 07921 776 361 or email nora@proudlockassociates.com

DIVERSITY UNPACKED

1 day open course	£100 +VAT per person
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1 Day in house programme (up to 15 delegates)	£800 +VAT
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