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**HOSPITALITY
SOLUTIONS**



**SERVICES
&
SOLUTIONS**

Services and Solutions

The following learning & developmental services offer a variety of solutions for you and your destination. These topics can be customized & individualized to your specific needs and are ideal for improving services and/or performance levels.

Exceptional Service Training

Offering systems and processes to instill service habits that enhance memorable guest experiences

IMPRESSIONS® of Exceptional Service / Providing First & Lasting 'IMPRESSIONS'® to Guests is one of the most important moments in creating an experience; this core L&D Program will provide a foundation of learning and how to offer luxury service on a variety of levels

Luxury Service Techniques & Support

Training that assists with the interpretation and understanding of luxury service standards for the Diamond and Star rating organizations

Service Observations / Audits | Venue specific audits of your service and specific feedback to provide valuable insight to your strengths and areas of growth

Service Standards Design & Integration | Building location and department specific service standards based on the needs and expectations of your guests

Hospitality Consulting

Providing expert insight and advice to elevate service levels for your guests while creating efficiencies for your staff

Gap Analysis & Needs Assessments of Service and Operation

Determining Service Goals and Expectations

Uncovering Service Standards Deficiencies and Opportunities



Professional Development

Improving and increasing capabilities of your staff to ensure each team member reaches their fullest potential of service for your guests as well as how to leave lasting impressions through every interaction

On Boarding Design & Implementation

Creating core features and concepts for onboarding including orientation, on-the-job training tasks lists and documents, and learning journeys all customizable and themed to each individual destination or brand

Leadership Training

Teaching managers and leaders how to effectively develop their communication, coaching, and training skills to reach the next level of leadership

Emotional Intelligence / Leadership Workshops & Training designed to develop and strengthen emotional self- and social awareness

Leadership Strategies / A newly developed concept designed to help leaders better understand their Leadership Intelligence - L.I.Q.® levels to improve their abilities in managing and leading guests, staff, & the operation

Colorblind Communication / A classic verbal problem-solving activity that has been used for over 20 years to help leaders and teams reach a common understanding of meaning, and recognize problems caused with imprecise communication patterns

Stand-Up / Pre-Shift Meeting Techniques / How to properly prepare and execute effective meetings before shifts that are impactful and memorable for staff

Coaching & Feedback / A session dedicated to helping leaders become more conscious of their approach to providing feedback and coaching to their staff; two distinct techniques, In-The-Moment and Same-Day Feedback, will be explored

Great Leaders Make Great Teachers / Leaders need to understand that their impact on the operation and guest is extraordinary, but nothing is more important than how they support and develop their staff; this topic showcases the ways in which leading and teaching have similarities and how to find synergy between the two



Catalog of Courses

A variety of subjects and course topics are available for JOR Hospitality Solutions to incorporate into the training visits to your property/location. Additional and customizable courses are also available for your consideration.

First & Lasting IMPRESSIONS® | Ensuring your staff understand the significance of making and leaving the most memorable service impressions upon your guests

GIANT® Service | A five-step acronym to assist staff with remembering some of the most crucial service experiences for guests; Genuine interest, Impressions, Anticipate service, Name usage, Thoughtful gestures

Transition the Transaction | Guest deserve more than a transaction; they need an interaction; this session will challenge staff to transition from simple transactions to more memorable interactions

The A.R.T. of Luxury Service® | Service that needs to be elevated and luxurious should consider this session which explores the art of luxury service including the ability to anticipate, to refine and to be thoughtful

What is Five Diamond/Star Service? | Diamonds and Stars pave the way for the finest levels of service within hospitality; here we dig into the history of these companies, their expectations, and how to maintain consistency of their service standards

Know Your _____ [Property/Services/Outlets/Menu/Experiences] | Staff and leaders are expected to know ‘everything’ within their role; this customizable session hones in on the tiniest of details and challenges your team to showcase their exceptional knowledge of multiple topics

A Table of Perfection | Within your F&B Outlets, guests have high expectations that begin with the first impressions of your table arrangements; this session puts your venues to the test of perfection for your restaurants, bars/lounges, in-room dining carts, etc.



Hospitality Sensory Experiences | The five-senses being stimulated are crucial to the success of memorable experiences for your guests; staff will be exposed to unique ways to utilize all five of the senses to enrich the service experiences your guests receive

The Four Cultures of Hospitality | The best destinations in the world understand that culture is what defines their success; here we will define the four cultures [Culture of Service, Culture of Place, Culture of Brand, Culture of Learning/Development] and then challenge staff and leaders to understand which of the four are a strength and which need attention

Stop-Start-Continue-Change | Looking at your operation takes candor and transparency if you wish to grow & improve; using this four-step process, we will push leaders to define what needs to Stop, what must Start, things to Continue, and items that must Change

Six-Thinking Hats® | A simple, effective parallel thinking process that helps people be more productive, focused, and mindfully involved; you and your team members can learn how to separate thinking into six clear functions and roles

Customized Content

JOR Hospitality Solutions is proud to offer fully customizable content and curriculum for their clients and partners. If you have a topic or need that is not listed above, please share your explicit needs and goals for your company or brand.

We pride ourselves on ensuring your Brand and Culture are considered during learning sessions including thoughtful synergy between products, services, and standards. Let us know how we can assist you in making our training memorable, and to ensure your staff retains the maximum amount of learning possible.



The Story of the President & Founder



Mr. Jason O. Raimondi has cultivated a 20-year career in hospitality characterized by dedicated leadership roles and exceptional experience in learning & development. From large resorts to luxury hotels to high-profile theme parks and fine dining establishments, his extensive background demonstrates a wide-ranging proficiency in hospitality.

Mr. Raimondi began his hospitality career in 1995 at the Walt Disney World Resort as part of the Disney College Program. His time at Disney further ignited passion which led to other tremendous opportunities at Loews Hotels, Hilton Hotels & Resorts, InterContinental Hotels Group, and Forbes Travel Guide.

Additionally, he has been privileged to take part in multiple resort and departmental openings and has launched global training initiatives instructing literally thousands on leadership, onboarding, and train-the-trainer programs. With the bulk of his career spent in learning and development, Mr. Raimondi is most recognized for crafting engaging and relevant content and bringing subject matter to life through dynamic delivery.

Now, as the President & Founder of his own small business, Mr. Raimondi takes his years of industry experiences and education to potential clients in North America, the Caribbean, and Europe. JOR Hospitality Solutions specializes in providing memorable training sessions through exceptional content, that is customized and tailored to a specific destination. Training & Development along with Hospitality Consulting, are at the forefront of JOR Hospitality Solutions, in addition to Leadership Development, Emotional Intelligence training, Onboarding, Luxury Service Training, & designing and writing service standards and/or SOPs.



MISSION

To provide exceptional experiences of learning, through engaging instruction

VISION

To influence, inspire, & develop hospitality professionals to reach their highest potential of service performance; we will produce impactful results to the luxury service experiences you wish to provide your guests; we are dedicated and committed to evolving staff and leaders alike through our unique assortment of solutions

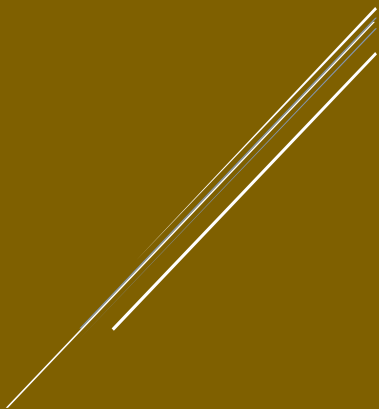
CORE VALUES

Learn | To acquire knowledge of or skill by study, instruction, or experience; to change

Develop | To bring out the capabilities or possibilities of; bring to a more advanced or effective state

Perform | To carry out; to go through; to execute the proper, customary, or established manner





HOSPITALITY **R** SOLUTIONS

JOR HOSPITALITY SOLUTIONS, LLC

1317 EDGEWATER DRIVE | SUITE #2515

ORLANDO, FL 32804

+1 (407) 620 – 7705

JRAIMONDI@JORHS.COM