

HOSPITALITY TRAINING PROGRAMS

Contact Path + Training Guidelines Overview

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Important Note

- This overview consolidates the recommendations already provided.
- Live class start dates and specific enrollment contacts change frequently and should be confirmed directly on each provider's official site or intake form.

1) FORBES TRAVEL GUIDE (LUXURY STANDARDS)

Website

- <https://www.forbestravelguide.com>

How to Contact

- Use the official "Contact" or "Training" inquiry form on Forbes Travel Guide.
- Request enterprise/team training and ask for a hospitality advisor.

Delivery Format

- Typically online + selected in-person/executive formats (program dependent).

Training Guidelines Focus

- Five-star service behaviors and guest journey precision
- Luxury interaction standards (arrival, greeting, personalization, recovery)
- Mystery-shop readiness and consistency under pressure
- Manager coaching methods for service excellence

Best For

- Teams aiming for premium/luxury service positioning.

2) AHLEI (AMERICAN HOTEL & LODGING EDUCATIONAL INSTITUTE)

Website

- <https://www.ahlei.org>

How to Contact

- Use AHLEI corporate/education sales contact channels for team enrollment.
- Request role-based certifications and portfolio pricing.

Delivery Format

- Primarily online; blended options may be available via partners.

Training Guidelines Focus

- Standardized role-by-role training tracks
- Front desk, housekeeping, maintenance, and supervisor competencies
- Certification pathways and completion tracking
- Operational SOP consistency and service delivery fundamentals

Best For

- Scalable, portfolio-wide training and certification throughput.

3) EHL EXECUTIVE EDUCATION

Website

- <https://www.ehl.edu>

How to Contact

- Submit inquiry through Executive Education section.
- Request leadership cohort options for hospitality operations and luxury service.

Delivery Format

- Online + in-person executive formats (program dependent).

Training Guidelines Focus

- Leadership development for premium hospitality environments
- Service culture design and managerial execution discipline
- Luxury operations strategy and performance management
- Executive-level service governance and quality frameworks

Best For

- Senior leaders and management teams building long-term culture.

4) DISNEY INSTITUTE (OPTIONAL SUPPLEMENT)

Website

- <https://www.disneyinstitute.com>

How to Contact

- Use program inquiry/contact form for workshops and enterprise options.

Delivery Format

- In-person + virtual offerings.

Training Guidelines Focus

- Customer-experience design at scale
- Service culture systems and behavior reinforcement
- Service recovery and consistency playbooks
- Leadership communication and frontline alignment

Best For

- Experience consistency and culture reinforcement across teams.

5) PRACTICAL NEXT-STEP CHECKLIST (YOUR TEAM)

Step 1: Book discovery calls with all 4 providers

Step 2: Ask each for next available start windows (online vs in-person)

Step 3: Request role-based timeline + cost by cohort size

Step 4: Score each provider using your comparison scorecard

Step 5: Launch 30/60/90 pilot (manager-first, then frontline)

Questions to Ask Every Vendor

- Earliest start date for pilot cohort?
- Online only, in-person only, or hybrid?
- Where are in-person sessions held?
- Cohort size limits and completion timeline?
- Certification type and reporting dashboard?
- Enterprise pricing tiers and renewal model?

6) EXECUTIVE GUIDANCE

Recommended Stack

- Forbes (luxury benchmark) + AHLEI (scale/certification) + EHL (leadership depth)
- Disney Institute as optional culture-performance supplement

Why This Works

- Combines luxury service quality with scalable execution and leadership maturity.