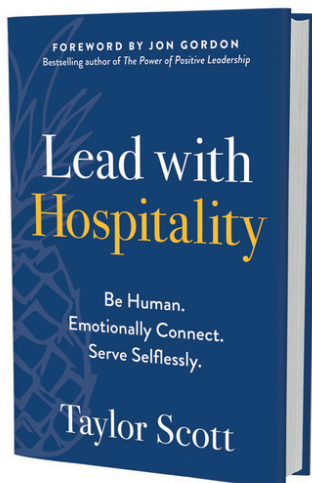


# FRONTLINE DEVELOPMENT SERIES

**INSTRUCTOR-LED WORKSHOPS**  
FULL DAY, HALF DAY, OR CUSTOM  
VIRTUAL OR IN-PERSON

## YOUR FRONTLINE TEAMS WILL IMPROVE THEIR ABILITY TO:

1. **Connect** – Emotionally Connect with Guests, Customers, and Clients
2. **Serve** – Serve Meaningfully
3. **Engage** – Purposeful Engagement
4. **Inspire** – Inspire Yourself and Others



## DELIVER MEMORABLE HOSPITALITY

In this Instructor-Led Learning Experience, your Frontline Teams will become inspired to inspire their Guests and Customers to return again and again as they discover how to create emotional connections with people they serve in meaningful ways, with empathy, generosity, and a sense of purpose.

Based on the hospitality virtues from Taylor Scott's bestselling book, "Lead with Hospitality", a LwH Facilitator will engage your frontline teams to share and learn best practices for elevating the experience they create for their Guests, Customers, and Clients. Our Guests and Customers are the HERO in their own story, and we have an opportunity to be their GUIDE. This learning experience provides the framework to delivering memorable hospitality.

**CONTACT US FOR ADDITIONAL INFORMATION:**

**[BIT.LY/LWH-ILW](https://bit.ly/lwh-ilw)**

# FRONTLINE DEVELOPMENT SERIES

**INSTRUCTOR-LED WORKSHOPS**  
FULL DAY, HALF DAY, OR CUSTOM  
VIRTUAL OR IN-PERSON

**ALL LEARNING EXPERIENCES ARE AVAILABLE AS A 90-MINUTE WORKSHOP OR AS PART OF THE LEAD WITH HOSPITALITY FRONTLINE DEVELOPMENT SERIES IN A FULL DAY OR HALF DAY EXPERIENCE.**

## LEARNING EXPERIENCE 1 – COMMITMENT TO CONNECTION

- Positive Impact vs. Mere Impressions
- Relationships vs. Transactions
- Discover Opportunities to Serve

## LEARNING EXPERIENCE 2 – SERVE MEANINGFULLY

- Share Your Knowledge
- Show Empathy with Your Service
- Live Your Values

## LEARNING EXPERIENCE 3 – ENGAGE PURPOSEFULLY

- Give Generously
- Lean into Your Purpose
- Recognize Opportunities to Engage

## LEARNING EXPERIENCE 4 - INSPIRE YOURSELF AND OTHERS

- Become Inspired to Inspire
- Share Your Story
- Create Memorable Experiences by Doing More

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