



Luxury Hospitality Standards – Benchmarks – Course Outline

Subject Count: 8

Lesson Count: 24

Total Lesson Duration: 01:24:55

Subject	Lesson	Duration
1. Behaviour	1.1 General Behaviour	06:38
	Total Subject Duration:	00:06:38
2. Minimum Standards	2.1 The Basics	04:30
	Total Subject Duration:	00:04:30

3. The Product	3.1 The Bedroom	06:34
	3.2 The Bathroom	02:48
	Total Subject Duration:	00:09:22
4. Facilities	4.1 The Bedroom	05:51
	4.2 The Bathroom	02:24
	Total Subject Duration:	00:08:15
5. Fitness Facilities	5.1 Behaviour in the Gym	04:42
	5.2 Gymnasium	04:22
	5.3 Swimming Pool and Beach	03:19
	5.4 Tennis and Squash Courts	01:15
	5.5 Heat Experiences	01:30
	5.6 Changing rooms	02:32
	Total Subject Duration:	00:17:40
6. Public Areas	6.1 Exterior and Grounds	01:44
	6.2 The Lobby	03:38
	6.3 Restaurants and Bars	01:22

	6.4 Guest Room Corridors	03:15
	6.5 Restrooms	02:44
	6.6 Elevators	01:15
	Total Subject Duration:	00:13:58
7. The Establishment and Transport	7.1 Back of House	07:24
	7.2 The Transfer	03:47
	7.3 The Vehicle	00:53
	Total Subject Duration:	00:12:04
8. The Spa	8.1 Reservations	02:21
	8.2 The Arrival	02:09
	8.3 The Treatment	07:58
	Total Subject Duration:	00:12:28
	Total Lesson Duration:	01:24:55

Luxury Hospitality Standards – Food and Beverage – Course Outline

Subject Count: 7

Lesson Count: 31

Total Lesson Duration: 02:05:55

Subject	Lesson	Duration
1. Behaviour	1.1 General Behaviour	06:24
	Total Subject Duration:	00:06:24
2. The Restaurant	2.1 Reservations	02:22
	2.2 Seating the Guest	05:19
	2.3 Service (Part 1)	07:25

	2.4 Service (Part 2)	05:43
	2.5 Drinks Service	03:03
	2.6 Behaviour	05:54
	2.7 Menu and Food	03:15
	2.8 Table Layout	02:19
	Total Subject Duration:	00:35:20
3. Breakfast	3.1 Arrival and Seating the Guest	03:03
	3.2 Service at Breakfast	06:39
	3.3 Buffet	04:16
	3.4 Breakfast Menu and Food	05:14
	3.5 Table Layout	02:45
	Total Subject Duration:	00:21:57
4. Buffet	4.1 Reservation	01:58
	4.2 Arrival and Seating the Guest	05:20
	4.3 Service at the Buffet	05:16
	4.4 Drinks Service	02:02
	4.5 Buffet	04:16

	4.6 Buffet Food	01:10
	4.7 Table Layout	02:45
	Total Subject Duration:	00:22:47
5. Light Meals	5.1 The Service of Light Meals	10:13
	5.2 Menu and Food	02:34
	5.3 Table Layout	02:05
	Total Subject Duration:	00:14:52
6. Drinks Service	6.1 Drinks Service	07:00
	6.2 The Bar and Lounge Setup	01:55
	Total Subject Duration:	00:08:55
7. In-Room Dining	7.1 Taking an Order	04:11
	7.2 Sales	01:15
	7.3 Service	03:52
	7.4 Menu and Food	02:52
	7.5 Trolley Layout	03:30
	Total Subject Duration:	00:15:40

	Total Lesson Duration:	02:05:55

Luxury Hospitality Standards – Front of House – Course Outline

Subject Count: 6

Lesson Count: 14

Total Lesson Duration: 01:03:23

Subject	Lesson	Duration
1. Behaviour	1.1. General Behaviour	04:55
	Total Subject Duration:	00:04:55
2. Reservations	2.1 The Basics	13:26

	2.2 Confirming a Booking	01:15
	2.3 General Behaviour	04:10
	Total Subject Duration:	00:18:51
3. Reception	3.1 Check-in	08:22
	3.2 Check-out	03:56
	Total Subject Duration:	00:12:18
4. Porter and Doorman Services	4.1 Doorman Services – The Arrival	04:12
	4.2 Porter Services – The Arrival	05:07
	4.3 Doorman Services – The Departure	01:35
	4.4 Porter Services – The Departure	03:41
	Total Subject Duration:	00:14:35
5. Guest Services and Concierge	5.1 The Basics	05:59
	Total Subject Duration:	00:05:59
6. The Wake-Up Call	6.1 The Request	03:15
	6.2 The Delivery	01:58

	6.3 Behaviour	01:32
	Total Subject Duration:	00:06:45
	Total Lesson Duration:	01:03:23

Luxury Hospitality Standards – Housekeeping – Course Outline

Subject Count: 5

Lesson Count: 9

Total Lesson Duration: 00:46:22

Subject	Lesson	Duration
1. Behaviour	1.1 General Behaviour	05:04
	Total Subject Duration:	00:05:04
2. Arrival	2.1 Arrival at the Bedroom	07:26
	2.2 Arrival at the Bathroom	04:07
	Total Subject Duration:	00:11:33

3. Turndown	3.1 Turndown in the Bedroom	08:53
	3.2 Turndown in the Bathroom	02:30
	Total Subject Duration:	00:11:23
4. Servicing	4.1 Servicing the Bedroom	06:51
	4.2 Servicing the Bathroom	03:26
	Total Subject Duration:	00:10:17
5. Laundry	5.1 Laundry Collection	01:42
	5.2 Laundry Delivery and Presentation	04:39
	Total Subject Duration:	08:05
	Total Lesson Duration:	00:46:22