

# INCLUSIVE GUEST EXCELLENCE

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**Maiden  
Voyage**



# INCLUSIVE GUEST EXCELLENCE

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Is it important to you that all of your guests feel **welcome, respected** and **valued**?

88% of corporate travel managers have told us that they would prioritise booking hotels that invested in learning about the needs of different types of guests and worked to accommodate them.

Our inclusive Guest Excellence Training helps your team to positively impact **every** guest experience, every day.



# CREATING AN INCLUSIVE GUEST EXCELLENCE EXPERIENCE

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Take guest inclusivity to the next level with this new ground-breaking course.

This half-day course can be run in-person at your property or remotely and can accommodate up to 25 attendees.

For maximum impact, we recommend having a mixed group of delegates including sales and marketing, F&B, maintenance, housekeeping, front desk, security/concierge and HR.

If you are part of a larger group, we can also run top-up courses to capture new starters from across a number of your properties.



# SYLLABUS

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- What is inclusive guest excellence?
- Why it's important?
- Women travellers
- Disabled travellers
- LGBTQ+ travellers
- Racism
- Intersectionality
- Business travel & inclusive travel programmes
- Inclusive events
- When things go wrong
- Hero to Zero
- Marketing and PR
- Takeaways & action planning



# CERTIFICATION BY MAIDEN VOYAGE



With additional accreditation status for those hotels and serviced apartments achieving certain safety criteria including two independent door locks.



# INCLUDES LISTING ON MAIDEN VOYAGE



## Inclusive Hotels

### Excellence in Guest Inclusivity

**What is Inclusive Guest Excellence?** We believe it's the commitment and ability of a hotel to provide exceptional service and experiences to all guests, regardless of their background, preferences, abilities, or identities by creating an environment where every guest feels welcome, respected, and valued.



#### INNSIDE by Meliá Manchester



\* ACCREDITED \* Situated within close walking distance to all major corporate offices and landmarks, INNSIDE Manchester is the city's newest lifestyle hotel.

*Find out more*



*“Thank you both for your time, delivery and opportunity with the training today, the team LOVED it and really can’t wait to showcase some new perspectives or processes’ that they learnt after unleashing their mind!”*



# COSTINGS & COMPLETION

## Upon completion

- Your property is added to maiden-voyage.com for 1-year
- Receive e-Certificate and e-Badge to add to your website and marketing collateral
- Joint PR activities before, during and after the course

## Costings

Introductory price of £995 for the first 10 properties to undergo the training + travel and overnight accommodation where required at your property. (normal price will be £1,995). Payable in advance within 7 days of the course commencement.

# CREDENTIALS

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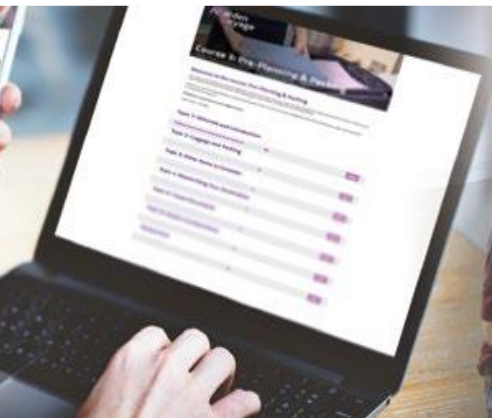


- Established since 2008
- Market leader in inclusive travel safety
- Sector voice and authority
- Key industry partners
- Award winning
- We live our values, pushing difficult agendas to make positive change
- Minority owned business
- Trusted supplier to a long standing client base of some of the world's best known organisations
- Trusted partners of Travel Management Companies such as BCD Travel, FCM Travel and AMEX GBT.



# A VARIETY OF MEDIUMS

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- Animations
- Video
- eLearning
- In-person & virtual training courses
- Briefing sheets
- Surveys
- Consultancy



# CONNECT WITH US

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