



# Luxury Hospitality

## Housekeeping Specialist

Laundry Services - Wardrobe Management - Valet Services



## Brochure 2020

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## LUXURY HOSPITALITY ACADEMY

*"Inspiring excellence in service by developing caring hospitality professionals"*

Luxury Hospitality builds on the work of Peter Vogel who, for more than a decade, has been setting industry benchmarks for interior and hospitality standards.

The Luxury Hospitality Academy provides 7-star interior and hospitality training for crew on-board superyachts, high-end (river) cruises, elite domestic estates, boutique hotels and resorts.

Regardless of your sector, our specialist trainers transfer their knowledge, experience, expertise, inspiration, motivation and vision to participants so they can ultimately master *The Art of Service*.

Our courses are offered both on site and at our training facility in Amsterdam, where we offer courses at Waterland Estate.

All our courses are accredited through the GUEST (Guidelines for Unified Excellence Service Training) IAMI standards.

Kind regards,  
Peter



## TRAINING INFORMATION

<b>Duration:</b>	5 days
<b>Location:</b>	Heemskerk, The Netherlands
<b>Accredited:</b>	Luxury Hospitality programme, GUEST IAMI

This Luxury Hospitality training will provide the following:

- LHG certification; Luxury Hospitality Housekeeping Specialist
- GUEST IAMI certification; Yacht Interior Advanced Housekeeping & Valet Services
- GUEST IAMI certification; Yacht Interior Advanced Laundry Services

The Luxury Hospitality Housekeeping Specialist training is a very hands-on, practical training experience to engage the service mind-set and increase confidence, finesse and expertise in the different service style techniques.

Our program has specially been designed for crewmembers that have been working on-board yachts. The content is in depth and no questions will be left unanswered during the intensive training days. The specialist course stands out because our trainers have worked on-board some of the largest and most unique yachts ever build in our industry, which will provide students with unmatched expertise at their very fingertips.

### Training modules:

- Role of the Interior Yacht Professional
- Housekeeping organization & Valet Services and practices
- Cleaning methods & techniques
- Scientific understanding of surfaces
- Eco cleaning approach
- Fabric knowledge
- Laundry structure & procedures
- Laundry equipment practical use
- Art of ironing
- Linen storage & care
- Flower design, plant care & flower orders

*"Oh! That was such a great experience! It helped me systemize my work ethic and opened my eyes on many details I wasn't aware of before."*  
Estera Furmanczyk – Stewardess



## TRAINING INFORMATION

The course is focused on providing you with as much practical exercises as possible. We feel that it is vital for you to learn about the technical aspects and at the same time it is equally important to learn about the essence of "hospitality". Understanding how a guest feels, whilst you provide the service is essential and therefore we give you the opportunity on multiple occasions to experience being a guest!

	HOUSEKEEPING SPECIALIST TRAINING	CERTIFICATION	LOCATION
DAY 1	Introduction day, focused on Guest orientation (introduction to room, packing & unpacking, guest preferences and habits, housekeeping plan)	★★★★★ G.U.E.S.T. PROGRAM	CHATEAU MARQUETTE
DAY 2	An interesting day focussing on cleaning (surfaces & fabrics, cleaning products, Neroqom scientific approach)	★★★★★ G.U.E.S.T. PROGRAM	On location
DAY 3	On the 3rd day we will focus on Wardrobe and Valet services (wardrobe management, sewing, shoe polishing, amenities provisioning for crew and guests)	★★★★★ G.U.E.S.T. PROGRAM	CHATEAU MARQUETTE
DAY 4	Linen storage and care is central during this day (practical in ironing, vacuuming and folding)	★★★★★ G.U.E.S.T. PROGRAM	On location
DAY 5	Our final days is a flowered one, we will discuss flower and plant care (flowers for seagoing vessels, flower arrangements, wrapping bouquets)	★★★★★ G.U.E.S.T. PROGRAM	On location



## TRAINING PACKAGES

The extraordinary training is held at Chateau Marquette north of Amsterdam, The Netherlands. The estate has a beautiful 18th century listed castle surrounded by 26 hectares of nature. At 300 meters Hotel Marquette is situated at the same grounds. The castle features Royal décor and a very friendly team of welcoming staff who will look after you during your stay.

All packages include the course materials, tours, certificates, coffee, tea, drinks and snacks during the training, as well as lunch throughout your stay.

The investment is € 575,- per person, per day (the total for 5 days € 2875,-)

The course commences each day around 9.00 and wraps between 17.00 and 21.00

Students mostly choose to stay at the estate for the duration of the course. Therefore we have arranged for different hospitality packages. Staying at the estate means that all the rooms throughout the estate are at your disposal after course hours. We recommend you arrive on Sunday, late afternoon / evening. A welcome dinner is provided at 1900 and the remainder of the evening gives you a good opportunity to get to know your fellow students for the week.

Chateau Marquette is situated 20 minutes by taxi [65 Euro] or UBER [30 - 35 Euro from Amsterdam/Schiphol Airport.

Accommodation, breakfast & dinner is available at Waterland Estate at a special preferred rate:

- Shared accommodation € 125,- per night
- Single accommodation € 165,- per night
- *Minimum amount of students apply [6],*
- *All pricing excludes VAT, when applicable*
- *Our Terms & Conditions apply*



## ABOUT THE TRAINERS

### Peter Vogel

Peter has spent more than 20+ years working onboard and acting as a consultant to some of the largest yachts and cruise ships in the world. As a former butler, steward, chief steward, interior manager and fleet hospitality and event manager, Peter has overseen hospitality operations for some of the world's most impressive motor yachts including MY Octopus, MY Lady Moura and MY Tatoosh. Furthermore, he has produced luxury events on all 7 continents of our globe.

Peter has worked closely with the Professional Yachting Association (PYA) since 2011 to create the PYA GUEST Programme, putting in place an industry benchmark for interior and hospitality standards.

In 2012, Peter was instrumental in developing a partnership with the Warsash Maritime Academy which led to the establishment of the Warsash Superyacht Academy, now a world leader in superyacht training for interior, deck and engineering.

As co-founder and CEO of the Luxury Hospitality Group (LHG), Peter plays a pivotal role in ensuring the group's Luxury Hospitality Academy and digital services are delivered.



**Peter Vogel**  
Managing Director

### Renata Balla



**Renata Balla**  
Head of Interior Training

After graduating and driven by a desire to travel, Renata started working for luxury cruise line Radisson Seven Seas (later renamed Regent Seven Seas). Having started on-board the Radisson Diamond as a waitress, Renata quickly demonstrated her passion for excellence and skills in personalised service, so was promoted to Head Waitress on-board both the Seven Seas Mariner and Seven Seas Voyager. Among Renata's notable achievements was when, in 2004, she was promoted to Maître D'hôtel in the signature restaurant under auspices of "Le Cordon Blue"; Renata held this position for four years while circumnavigating the world.

Having worked for more than 10 years on cruise ships, Renata was given the opportunity to enter luxury yachting by working for the Royal Family in the United Arab Emirates. She started as Chief Stewardess and, after a relatively short time, was promoted to Hotel Manager/Purser onboard MY Dubawi managing special events and voyages for the family. In this role, Renata also assisted other vessels in the royal fleet including MY Smeralda, MY Red Sapphire and MY Dubai.