DeANTS

Hospitality Skills Catalogue

Growth is the only sign of life



Volume 1: 2026

www.deants.org



Building Your Hospitality Brand with Emotional Intelligence

SERVICE IS WHAT YOU DO. HOSPITALITY IS HOW YOU MAKE PEOPLE FEEL.

Length - 4 Hours

Face to Face Session - Minimum of 6 to 25 attendees

DeANTS
"Your Outsourced Learning and Development Department"

Programme Overview

This 4-hour programme helps colleagues understand how their attitude, emotional intelligence, body language, and daily guest interactions shape their personal hospitality brand.

It focuses on moving beyond transactional service to creating warm, positive, and memorable guest experiences.

Module Outline

- The Current Working World and Why Hospitality Matters
- From Service to Hospitality
- Emotional Intelligence fundamentals in building positive Guest Experience
- Identify how attitude, emotions, and behaviour shape your hospitality brand.
- Learn simple ways to stay positive during busy moments through self-talk, optimism, managing triggers, and calm body language.

Module Objectives

- Explain the difference between service and hospitality, and customer and guest.
- Recognise the role of emotional intelligence in creating positive guest experiences.
- Identify how attitude, emotions, and behaviour influence their hospitality brand.
- Apply simple techniques to regulate emotions and stay positive during busy moments.

Engagement Tools

- Online games and Group activities
- Branded PPT Deck
- Videos
- Workbook
- Self-Assessments
- My Hospitality Brand Card
- Pocket cards
- Back to work exercises
- Staying Positive Under Pressure Tips Sheet
- Service Grace Phrase Bank
- CTR + Alt + Delete Action Plan sheet



Moments of Truth

PERSONALISING THE GUEST EXPERIENCE

Length - 4 Hours

Face to Face Session - Minimum of 6 to 25 attendees

DeANTS
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Programme Overview

This 4-hour programme focuses on the guest journey and the service touchpoints where small actions create lasting impressions.

It helps participants personalise interactions, use language and body language with grace, and handle guest moments warmly even under pressure.

Module Outline

- Moment of Truth and the Guest Journey
- Personalising Everyday Interactions
- Practise calm body language and tone during busy moments through stance, open palms, eye level, and pace
- Using the 10/5 Rule with Warmth
- Use graceful words, ice-breaking questions, and simple communication techniques to create comfort and connection.

Module Objectives

- Explain the meaning of a moment of truth and its impact on the guest experience.
- Identify key guest journey touchpoints where service impression is created or lost.
- Recognise the importance of personalising interactions through names, questions, and thoughtful communication.
- Apply simple ways to personalise guest interactions using a practical playbook of ideas.
- Use the 10/5 rule, acknowledging statements, and language of grace to create warm guest connections.

Engagement Tools

- Online games and Group activities
- Branded PPT Deck
- Videos
- Workbook
- Self-Assessments
- Case Study
- Moments of Truth Checklist
- Personalisation Playbook Card
- Guest Journey Mapping
- Language of Grace Phrase Bank
- Service Grace Under Pressure Reminder Card
- CTR + Alt + Delete Action Plan sheet



The Art of Guest Connection

LISTENING WITH CARE TURNS SERVICE INTO MEANINGFUL CONNECTION.

Length - 4 Hours

Face to Face Session - Minimum of 6 to 25 attendees

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Programme Overview

This 4-hour programme focuses on helping participants manage different styles of guest interactions with greater presence, empathy, and confidence.

It strengthens listening skills, empathetic communication, and service grace to create more natural, human, and meaningful guest connections.

Module Outline

- Manage standard, impromptu, and guest-led guest interactions more effectively.
- Strengthen active listening through verbal and non-verbal listening behaviours.
- Use acknowledging statements to make guests feel seen, heard, and valued.
- Understand empathy vs. sympathy and use empathetic listening in guest conversations.
- Use appropriate body language, tone, and words to build natural rapport with guests.

Module Objectives

- Recognise different styles of guest interactions, including standard, impromptu, and guest-led engagements.
- Apply key active listening techniques in guest interactions.
- Use acknowledging statements with warmth and service grace.
- Identify the difference between empathy and sympathy in hospitality situations.
- Demonstrate empathetic listening and responses.
- Practise mirroring to build stronger guest connection.

Engagement Tools

- Online games and Group activities
- Branded PPT Deck
- Videos
- Workbook
- Self-Assessments
- Role plays
- Acknowledging Statements Phrase Bank
- Empathy Builder Sheet
- Guest Connection Tip Card
- CTR + Alt + Delete Action Plan sheet



Service Recovery with Confidence

CALM THE STORM: STAYING CALM AND IN CONTROL

Length - 4 Hours

Face to Face Session - Minimum of 6 to 25 attendees

DeANTS
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Programme Overview

This 4-hour programme helps participants handle guest complaints with greater calm, confidence, and clarity.

It focuses on knowing what they can resolve, when to escalate, how to use service recovery tools, and how to respond with empathy, ownership, and professionalism.

Module Outline

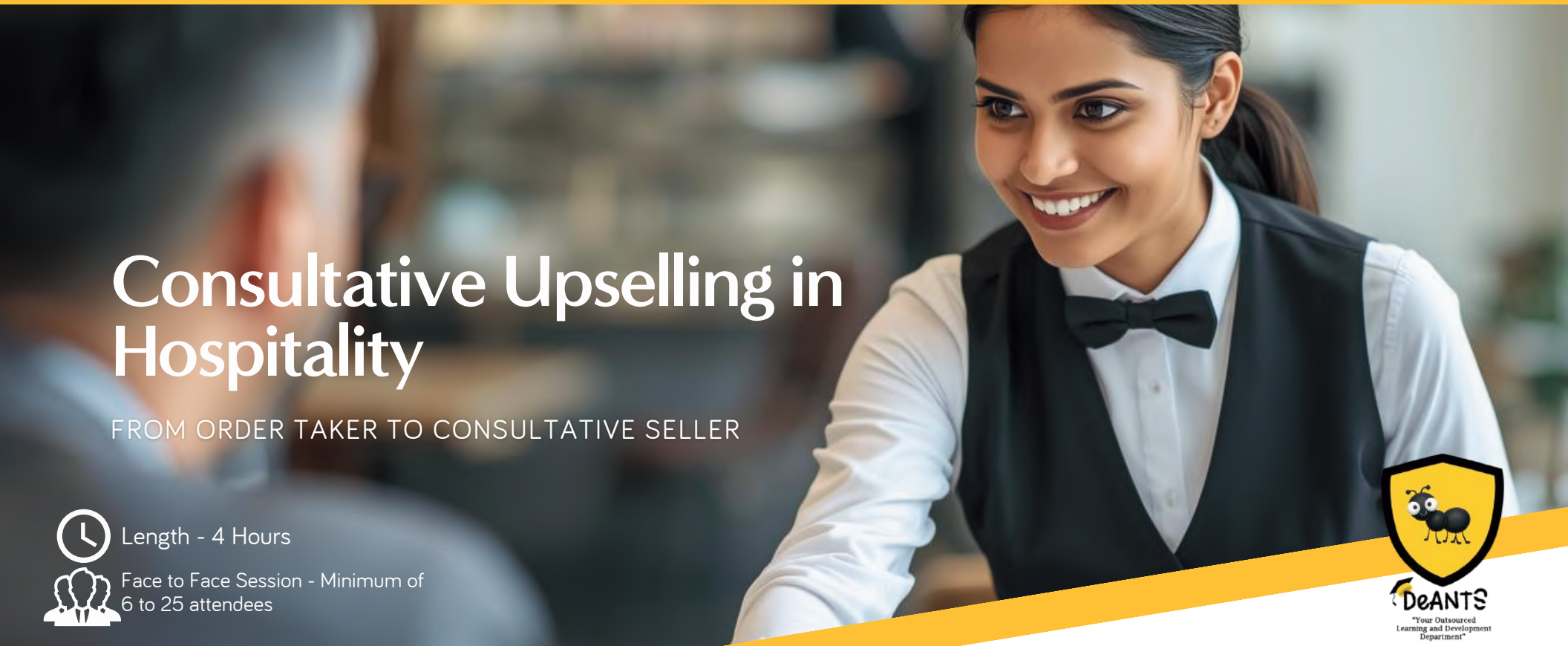
- Understand the importance of staying calm during difficult guest moments.
- Use the complaint bucket to identify what you can manage and what needs to be passed to seniors.
- Clarify what can be authorised immediately and what requires approval
- Use the RASA model to listen fully and respond with more focus and controll
- Matching the Right Gesture to the Right Moment
- Practise a clear service recovery approach through Hear, Empathise, Apologise, Resolve, Thank, and Follow-up.

Module Objectives

- Recognise the importance of staying calm and professional during complaint situations.
- Identify which complaints they can handle directly and which should be escalated.
- Explain the limits of their empowerment and what gestures they can authorise.
- Apply the RASA model to listen with focus and calm difficult situations.
- Use a gesture menu appropriately by matching the right gesture to the guest impact.

Engagement Tools

- Online games and Group activities
- Branded PPT Deck
- Videos
- Workbook
- Self-Assessments
- Role plays
- Complaint Bucket Sort
- Gesture Match Challenge
- Complaint Bucket Guide
- Empowerment and Gesture Menu Card
- RASA Reminder Card
- HEART Service Recovery Card
- CTR + Alt + Delete Action Plan sheet



Consultative Upselling in Hospitality

FROM ORDER TAKER TO CONSULTATIVE SELLER

Length - 4 Hours

Face to Face Session - Minimum of 6 to 25 attendees

DeANTS
"Your Outsourced Learning and Development Department"

Programme Overview

This programme helps participants build confidence in suggesting, recommending, and upselling in a natural and guest-friendly way.

It focuses on understanding the difference between selling styles, strengthening product knowledge, communicating benefits clearly, and handling objections with more ease.

Module Outline

- Suggesting and Recommending with the Right Tone
- Understand the difference between selling, upselling, and consultative selling in hospitality.
- Recognise the shift from simply taking orders to confidently guiding guest choices.
- Strengthen product knowledge and understanding to recommend with more confidence and credibility.
- Creating Suggestive Selling Statements
- Mentioning Benefits, Not Just Features
- Respond to hesitation or resistance in a calm, positive, and professional way.

Module Objectives

- Recognise the importance of tone when suggesting and recommending to guests.
- Explain the difference between selling, upselling, and consultative selling.
- Identify the difference between being an order taker and a consultative seller.
- Build stronger product knowledge to support confident recommendations.
- Create simple suggestive selling statements suited to their role.
- Handling Objections with Confidence.

Engagement Tools

- Online games and Group activities
- Branded PPT Deck
- Videos
- Workbook
- Self-Assessments
- Role plays
- Suggestive Selling Phrase Bank
- Product Benefit Builder Card
- Objection Handling Tips Card
- CTR + Alt + Delete Action Plan sheet



F&B Coaching Camp

PRACTISE THE FLOW. ELEVATE THE EXPERIENCE

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"Your Outsourced Learning and Development Department"

Programme Overview

This coaching camp is a hands-on practicum designed to strengthen the full F&B service flow through guided role plays, mystery shopper-based practice, and individual coaching feedback.

It focuses on moving from transactional service to more connected, confident, and standards-led guest experiences across every touchpoint.

Module Outline

- Refresher on the expected F&B service style
- Recap of mystery shopper criteria and key service touchpoints
- Mindset shift: from transactional service to guest connection

Full Service Flow Practice

- Telephone handling
- Reservation handling and booking flow
- Welcoming and escorting guests
- Carrying trays professionally
- Taking orders with confidence and connection
- Serving food with correct sequence and grace
- Serving beverages professionally
- Clearing tables efficiently and courteously
- Interacting with guests throughout the experience
- Closing the interaction positively

Role Plays with Individual Assessment

- End-to-end service role plays
- Individual assessment sheets used during observation
- Rubrics-based coaching feedback against service criteria
- Feedback on strengths, gaps, and consistency of standards

Mystery Audits to check the retention

Engagement Tools

- Online games and Group activities
- Branded PPT Deck
- End-to-End Service Role Plays
- Rubrics-Based Coaching Feedback
- Individual Readiness Meters with coaching points
- CTR + Alt + Delete Action Plan sheet

Length - 8 Hours

Face to Face Session - Minimum of 6 to 10 attendees



Housekeeping Coaching Camp

The Spotless Success

DeANTS
"Your Outsourced Learning and Development Department"

Training Outline

The "Spotless Success: Housekeeping Mastery" On-Job Training Program is a hands-on, one-day workshop aimed at housekeeping professionals seeking to refine their skills and efficiency in real-world settings.

Through a blend of expert-led demonstrations, on-the-job exercises, and feedback sessions, participants will dive into advanced cleaning techniques, guest service excellence, and time management strategies

Topics to be Discussed

- The role of housekeeping in enhancing guest experience
- Professional communication and etiquette
- Handling guest requests and complaints gracefully
- Service Vs. hospitality
- Managing 3 types of guest interactions – Standard, Spontaneous and Guest Initiated
- Interpersonal communication
- Review of housekeeping standards and procedures
- Best practices in room cleaning and setup
- Demonstrations of effective bed-making, dusting, and vacuuming techniques
- Introduction to eco-friendly and advanced cleaning products and equipment
- Techniques for cleaning challenging areas and items (bathrooms, glass surfaces, electronic devices)
- Spot and stain removal secrets
- Strategies for managing time effectively during shifts
- Prioritizing tasks and multitasking in a busy environment
- Using checklists and reports to enhance productivity and accuracy

Engagement Tools

- Online games
- Group activities
- Individual practicum session
- Workbook
- Back to work activities
- CTR + Alt + Delete Action Plan sheet

Length - 2 Days

Face to Face Session - Minimum of 6 to 10 attendees



Hands-On Trainer

Supervisor Level – Establishing, Communicating and Checking Department Standards

For supervisors responsible for establishing department standards, communicating them clearly, and checking that they are followed consistently.

Programme Overview

A Hands-On Trainer (HOT) develops management skills in a structured way. This program focuses on breaking down tasks, writing SOPs, conducting on-the-job training, communicating standards, and recording and evaluating effectiveness.

Through this programme, you will learn skills and gain access to tools that will help you set up an On-the-Job Training structure at your workplace and establish your department.

Our Hands-On Trainer Development programme provides comprehensive training for your team and offers them CPD accreditation.

Topics to be Discussed

CPD CERTIFIED
The CPD Certification Service
Programme Attested by CPD

- Introduction to on-job training
- Benefits of on-job training
- Vicious cycle – Why on-job training is missed
- Identifying learning needs
- Closing the performance gap
- Methods of conducting on-job training
- Defining job description
- Creating task list
- Creating SOPs
- Creating new job role
- HOT Trainer structure (CSS) 10 steps process
- Create Curiosity, Communicate Standards and Check Standards
- 2 practicum sessions 1 to 6 participants (10 to 15 minutes roleplay) with 15 to 20 minutes feedback from the trainer
- Prepare action plan for next day's session
- Describing how people learn in the workplace
- Identifying a range of development methods used to develop people
- Following a systematic development cycle of planning, implementing and reviewing
- Defining the terms 'review' and 'evaluation'
- Discussing how to evaluate individual development activities

Engagement Tools

- Pre-Assessment Tool
- Online games
- Group activities
- Videos
- Practicum sessions
- Coaching reports
- Workbook
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet
- Post-course assignment

Programme Details

Length - 2 Days

Face to Face Session - Minimum of 6 to 10 attendees



Designing SOPs

How We Support

- SOP design from scratch
- SOP review and upgrading existing SOPs
- Department task list creation
- SOP alignment to service standards and guest journey
- SOP writing workshops for supervisors and leaders
- Support with communicating and embedding SOPs on the job

Option 1 SOP Design Through Job Descriptions

A structured approach that starts from the role itself.

- This approach helps translate the responsibilities in the job description into clear daily tasks, and then convert those tasks into step-by-step SOPs for consistent execution.

Includes:

- Reviewing the Job Description
- Breaking the role into clear task lists
- Identifying key duties and responsibilities
- Converting tasks into practical SOPs
- Aligning standards, sequence, and quality points
- Making SOPs easy to follow, train, and monitor

Option 2 SOP Design Through Guest Touchpoints

A service-led approach that starts from the guest journey.

- This approach focuses on mapping the guest experience and identifying the service touchpoints that matter most. Each touchpoint is then translated into clear service steps and SOPs.

Includes:

- Mapping the guest journey
- Identifying key guest touchpoints
- Defining expected service behaviours and standards
- Converting touchpoints into step-by-step SOPs
- Aligning SOPs to guest experience expectations
- Supporting more connected and less transactional service

Ideal for pre-opening teams, operational departments, supervisors and managers, and businesses seeking stronger consistency, clearer standards, and easier task-based training.

Services provided to...



About us

WHO WE ARE

We are a boutique start-up operating from the UAE and India, supporting cost- and quality-conscious businesses as their outsourced Learning & Development department.

We work with first-time managers, commercial leaders, and corporate teams through tailor-made learning solutions.
Our interventions are designed around operational realities and individual development needs, with a strong focus on quality and interaction.

As a founding member of DeANTS, Tripat Mehrotra brings over 25 years of hospitality L&D experience.

His background includes leading hospitality brands such as Burj Al Arab, Wild Wadi, Rotana Hotels, Millennium Hotels, and Kerzner International, including Atlantis and One&Only Hotels.

Alongside Tripat, we also work with trainers who have served as leaders in Commercial Strategy and Heads of Sales for well-known hospitality brands.

DeANTS L.L.C FZ is a registered company under Meydan Free Zone, UAE.

In India, we are registered as DEANTS L&D PARTNERS LLP with the Ministry of Corporate Affairs.

OUR JOURNEY

Founded on 20 July 2020, our startup has trained over 9,500 professionals across UAE, KSA, Oman, Doha, Kuwait, Jordan, Maldives, Sri Lanka, and India. While hospitality is our core, we have delivered soft skills training in IT, healthcare, pharma, real estate, banking, energy, tourism boards, colleges, automobile, logistics, and government entities. To date, we have designed, developed, and delivered 150+ programmes. Our approach combines practical learning with lasting impact. Every programme is customised to industry and role. Our programmes are fun, interactive, and feature high-quality content designed to meet your business needs.

OUR VISION

To be your first choice outsourced Learning & Development department that provide you with the highest quality tailor-made solutions or support while being financially sustainable.

WHY CHOOSE US

We maintain the Learning & Development (L&D) Services of your property as your “own L&D department”. We provide high-quality L&D activities that are financially sustainable without burdening your payroll budgets.

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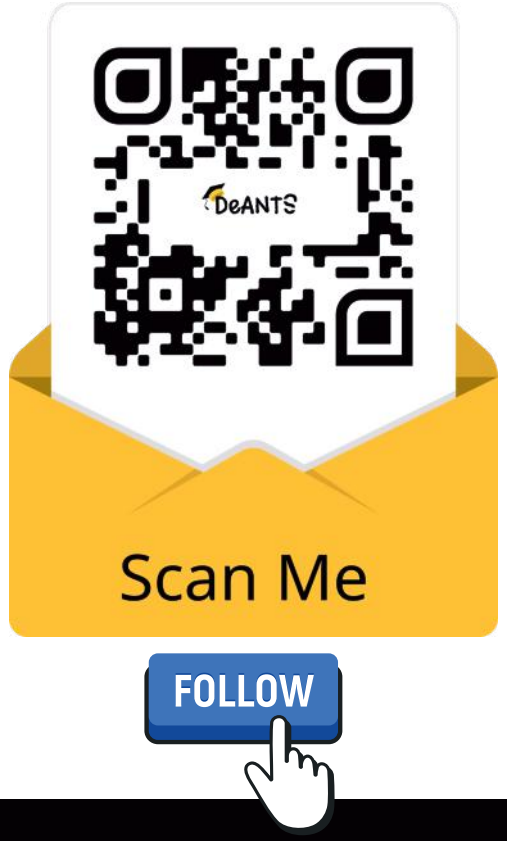

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