

TECHNICAL EXPERTISE SERIES

Professional Grooming & Etiquette for Hotel Frontliners

Training Description

This program equips hotel frontliners with essential grooming, etiquette, and service presentation skills to deliver outstanding guest experiences. Participants will learn how to present themselves with confidence, communicate professionally, and embody the polished image required in the hospitality industry. Through interactive sessions, roleplays, and self-reflection, participants will strengthen both outer appearance and inner service mindset to represent their hotel brand with excellence.

Training Duration 2 Days

Who Should Attend?

▶ Front desk officers, receptionists, concierge team, guest relations staff, bell service, and other hotel frontliners

▶ Hospitality professionals in direct guest-facing roles

▶ Staff preparing for supervisory roles in customer experience and service quality



Workshop Learning Objectives

By the end of this training, participants will be able to:

01 Apply professional grooming and hygiene practices expected in hospitality.

02 Demonstrate workplace etiquette and confident body language in guest interactions.

03 Differentiate between professional and unprofessional service behaviors.

04 Cultivate a positive service mindset and presence beyond appearance.

05 Interpret guest cues and respond with appropriate tone, posture, and courtesy.

06 Manage guest concerns confidently, including challenging scenarios.

07 Integrate grooming, etiquette, and service skills to enhance personal and organizational brand.

08 Represent their hotel as ambassadors of service excellence by consistently delivering polished, professional, and memorable guest experiences.