

The BELMOND WAY

Facilitator Guide – LQA Training

The purpose of this document:

is to share an outline of how to run this training as a standalone module or as part of the induction. This Facilitator Guide provides content for the session that is to be delivered either online or face to face.

Desired outcome:

“I have a full understanding of the LQA standards and am able to score a minimum of a 93% on practice calls.”

Learning objectives:

- Explain importance of LQA and impact of Reservations
- Understand LQA standards and how to hit them
- Listen to call examples
- Create personalized call flow and practice

Facilitator resources:

LQA Standards Sheet, LQA Shop Cheat Sheet, LQA call examples and call flow examples in Infohub

Overview of module:

- Welcome
- LQA Standards
- Call Listening
- Write Call Flow
- Ring Ring
- Go Live with Trainer Monitoring

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Title	Approach	Materials
Section 1: Welcome	<ul style="list-style-type: none"> • Review what LQA is and impact of reservations, discussed in Call Etiquette Training 	N/A
Section 2: LQA Standards (60 minutes)	<ul style="list-style-type: none"> • Pull up LQA Reservation Standards in CCO section of Infohub & review each point • Explain what the point is asking for & give verbiage examples <ul style="list-style-type: none"> ◦ Share your screen with the official LQA guidelines and have the shop cheat sheet document open as a trainer reference 	LQA Standards Sheet / LQA Shop Cheat Sheet
Section 3: Call Listening (60 – 120 minutes)	<ul style="list-style-type: none"> • Schedule time for advisor to listen to calls (either shadowing live calls or listening to recordings) <ul style="list-style-type: none"> ◦ During call listening, they should take notes to use for their own call flow 	T&C or Hotel Sample Calls
Section 4: Write Call Flow (60 minutes)	<ul style="list-style-type: none"> ⊘ Schedule time for advisor to write their own call flow & review with trainer. Trainer can provide sample call flow if needed 	T&C or Hotel Call Flow Example
Section 5: Role Play (minimum 60 minutes)	<ul style="list-style-type: none"> ⊘ Schedule at least two sessions for practice calls between trainer and advisor. <ul style="list-style-type: none"> ◦ Hotels – HMS Training system should be used & full reservation confirmed ◦ T&C – Quote booking should be made in Travel Studio ◦ Calls should be graded on LQA grade sheet in trainee’s folder. Scores & comments should be added to their tab on the CCO LQA & Quality Log ⊘ Trainer can supplement with more sessions if needed 	

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Section 6: Go Live with Trainer Monitoring (minimum 60 minutes)	≠ Once advisor has scored at least a 93% on three full reservation calls, they can go live with trainer monitoring their first few calls	
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Additional Resources:

- [Hotel Call Flow Example](#)
- [T&C Call Flow Example](#)
- [LQA Character Ideas](#)
- [LQA Bank of Calls](#)