



Training & Development Agency

Built for the Hospitality & Tourism Industry



You Don't have to Do It Alone

There are endless training programs and quick fixes promising to solve staff challenges. But the reality is: building a team that consistently delivers great service isn't simple.

And the solution looks different for every hotel, restaurant, or food & beverage business.



Our team is your L&D support system. We're here to bring expertise, design training that works, and stand alongside you to help your people thrive and your guests return.



Michelle
Learning Strategy
Consultant

Consultant Bio

With a background in hotels, restaurants, and education I bring a unique perspective to building training and professional development programs that **make L&D your competitive advantage.**

I created **The Skills FIRRSST™ Training Framework** to meet the changing education and training needs of a skills-based workforce.



Leaders in Hospitality is my passion project that is as vibrant as the community it serves.

What we help with

Learning Strategy Consultation

We'll align training with your business goals

Instructional Design & Development

End-to-end design and development; eLearning, ILT, vILT, microlearning, job aids

Facilitation

Expert trainers to deliver instructor-led, virtual, and hybrid sessions

LMS Administration

We will set up and maintain a system for you.

Analytics

We define and then measure the numbers that are meaningful to your business.



Step 1: Create a L&D Strategy

Organization

Performance

Learner

Project

Step 2: Determine support level

Partnership Options at-a-glance

Support level	Outcome	Access
Unlimited Learning	Training content creation, unlimited requests, fast turnaround	month-to-month
POPULAR Signature Training System	A scalable learning framework with branded templates, SOPs, and onboarding kit and more.	90 day transformation
Executive Partnership	Strategic, ongoing L&D consulting with analytics, reporting, and innovation support.	6-month engagement

Step 3: Choose your package

Monthly, Ongoing L&D Support



\$7995/mo



Unlimited
Learning

\$4995/mo



Executive
Partnership

\$11,995/mo



*Submit a RFP for customized pricing that fits your specific needs .

Unlimited Learning

Month-to-month
training content creation

\$4995/mo



Feature	Benefit
Deliverables	• Unlimited content requests • eLearning, microlearning, videos, guides, job aids, slide decks, etc. • SCORM compliant content for your LMS
Turnaround	2-5 business days per request unlimited revisions
Strategy Support	No
Accessibility Compliance	Yes
Analytics & Reporting	No

*Pause or cancel anytime

POPULAR

Signature Training System

Transform your L&D
department in 90 days

\$7995/mo



Feature	Benefit
Deliverables	• Audit of existing training and • Learning strategy roadmap tailored to your organization • Branded course templates (PowerPoint, Canva, SOPs, etc.) • Onboarding kit for new hires • Performance measurement toolkit (survey's, assessments) • Train-the-Trainer workshop
Turnaround	3 month project
Strategy Support	monthly strategy sessions
Accessibility Compliance	Yes
Analytics & Reporting	Toolkit provided

*3 month engagement



Executive Partnership

Make Learning & Development
your competitive advantage

\$11995/mo

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Feature	Benefit
Deliverables	• Executive training on making L&D a competitive advantage • Customized learning analytics + business impact reports • Ongoing support with compliance, onboarding, and performance training • Dedicated instructional designer on retainer • Prioritized project pipeline (unlimited requests)
Turnaround	6 month engagement
Strategy Support	Monthly exec strategy sessions
Accessibility Compliance	Yes
Analytics & Reporting	Custom dashboards & reports

*6 month engagement



FAQs

What will you do for us each month?

Each month looks a little different depending on what tier of support you choose. We work with you to identify priorities, then design and deliver training solutions that strengthen your systems, boost employee performance, and align with your business goals.

Do you *only* help with planning and strategy?

We offer 3 tiers of support: *Unlimited Learning* for hands-on design, *Signature Training System* for implementation and evaluation, and *Executive Partnership* for big-picture strategy.

What kinds of training can you help with?

We specialize in practical, results-driven training such as:

- onboarding for new hires,
- customer experience programs,
- leadership development,
- technical training
- eLearning, and job aids that keep learning alive on the job.

What do you *not* help with?

We don't manage HR administration or provide legal advice.

What if our needs change over time?

That's expected. Your priorities may shift, so we adapt with you. Our approach is flexible, ensuring your training always meets the evolving needs of your team and organization.

Ready to move forward?



Woman owned agency
Based in Austin, Texas, USA



Questions?

[Schedule a Follow-up Meeting.](#)

michellejwoodland@gmail.com | (text) 504-408-1880