



# idra | Customized Training Programs

Our approach is to transfer skills to ensure that the team on the ground is well trained to execute and deliver magical and efficient guest experiences and optimize the bottomline.

Package	Price	Particulars
<b>TRAINING AND DEVELOPMENT COURSES</b>	<b>Php2,500 nett/pax</b>	<b>Minimum of 20 participants</b>
<b>AUDIT</b>		
Hotel below 100 rooms	Php50,000nett	2 days audit
Hotel above 100 rooms	Php100,000nett	
Restaurant Mystery Shopper	Php25,000nett	
Food Safety	Php30,000nett	
Food Safety & Mystery Shopper	Php50,000nett	

## PRE-OPENING PACKAGE

intensive 3 to 6 months program collaborating with organizations in the pre-opening phase to establish a solid foundation for a successful launch.

- Market Studies and Competitor Survey
- Brand Identity and Development
- Pre-opening Budget
- Property Layout and Review of Floor Plans
- Standard Operating Procedures
- Departmental Manuals
- Systems & Third-Party Contractors
- Sales & Marketing Plan
- Manning Guide and Organizational Structure
- Job Descriptions
- Restaurant Concept and Layout
- Operating Equipment and Supplies List
- Simulation Plan

Contact us to know more

### EXCEL IN THE MOMENT

A 2-day program whereby we provide the participants with the tools and mindset necessary to excel in the moment and consistently deliver exceptional guest experience

### FOOD SAFETY

A 2-day program for management and food handlers to ensure thorough understanding of food safety practices and the necessary resources to comply with regulations.

### SUSTAINABILITY WORKSHOP

A 2-day workshop that emphasizes the importance of sustainability and the impacts of the hospitality industry to create a framework for the Sustainability and Management Council for the organization

### SERVICE UPGRADE

4-day training to implement service upgrades in operations driving service excellence and enriching guest experiences, to improve guest satisfaction driving revenue growth and establishing a lasting legacy of the brand.