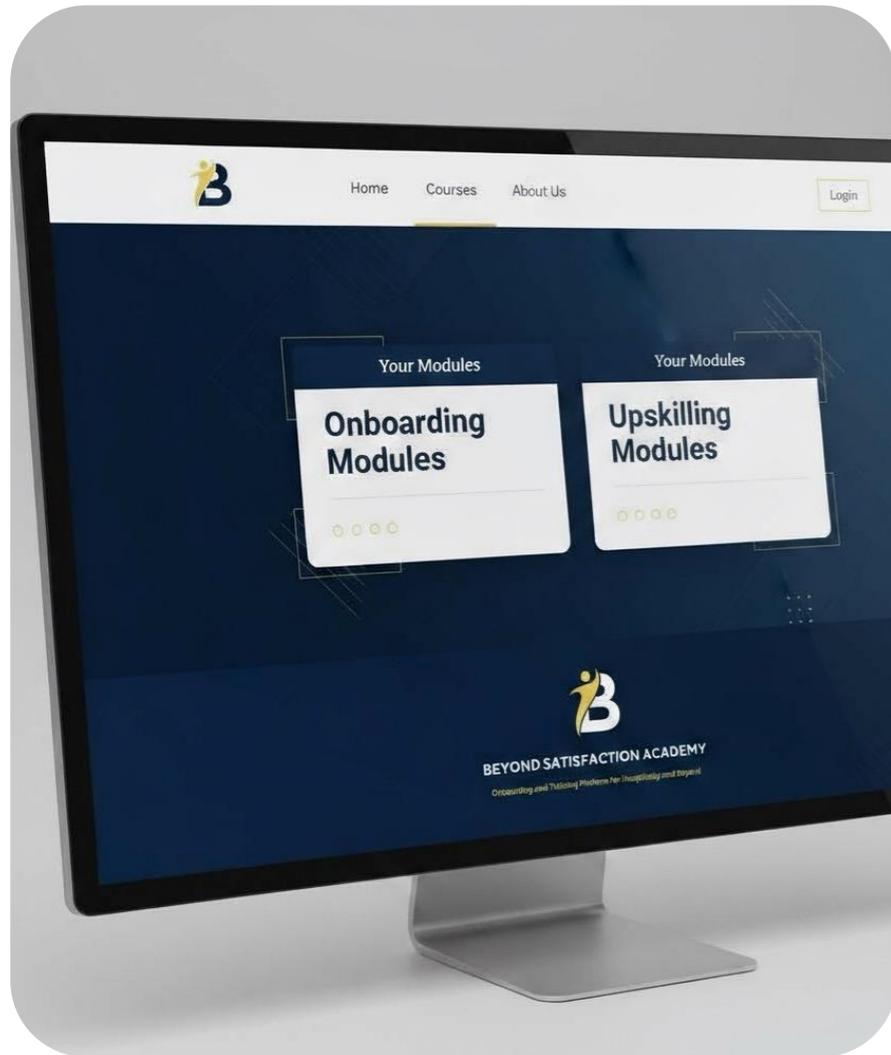




## **BEYOND SATISFACTION ACADEMY**

**Onboarding and Training Platform for Hospitality and Beyond**

The Most Specialised Onboarding and Training Platform for  
Hospitality and Beyond



What solutions does this platform provide?

Access given to everyone for a very competitive monthly membership (that you can leave anytime) with a 10-day free trial!

Powerful modules covering key hospitality topics, designed to make the best long-term impact on your team performance

Also for onboarding: On top of your main modules, we provide dedicated onboarding modules specifically engineered to fast-track your new talents

Higher staff retention, improved onboarding, increased productivity, faster return on training investment and increased clients' satisfaction

Through membership, additional modules added, regular updating, new insights shared and the possibility to make the content bespoke



## What does the platform include?

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### **Powerful Modules with Powerful Content:**

Powerful onboarding and upskilling modules covering various topics such as personal development, communication, leadership, conflicts management, customer service, successful integration, or interpersonal skills. The content in each module is designed to give your team the best insights and make the best impact on their performance, mindset and happiness.

### **Powerful activities:**

Each topic within each module contains powerful activities and role plays for users to do while completing the course. On top of that, each module has post-training assignments for each user. But it doesn't stop there, you will also be given a "company action plan and materials" together with the platform for you to implement and improve your entire culture, performance and values.

### **Certification for each module:**

Each module completion will provide a certificate of completion to each user. You will therefore be able to have your entire team (or a specific team) certified in all the specific area of expertise they have been trained on, and do so for each module.

### **Constant assessment:**

Your team will go through specific assessments throughout each module they will complete. They will have a summary of their answers at the end, and they will also be able to talk to an AI chatbot to get more information on the answers or understand why they did not get some right.



## What does each module include?

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- ✓ All key insights shared in an interactive and bespoke way
- ✓ Individual assessments within each module
- ✓ AI chatbots + course personalisation integrated into each module
- ✓ Activities and role plays included in each module
- ✓ Post-Training assignments for each module for attendees to do post-completion
- ✓ Main module summary downloadable as a PDF
- ✓ Possibility to write and save individual takeaways in each module
- ✓ Possibility to take personalised notes into each page for user to access post-completion
- ✓ Years of experience in training and managing people turned into powerful insights
- ✓ App available for each user to complete the courses directly through their phones



## **ONBOARDING MODULES**

# Some of Your Onboarding Modules

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1. **Continuous Improvement and Performance Management: It Starts from Day 1**
2. **Starting your New Job with the Vision, Values and Mindset of a Winner**
3. **Customer Service: From the right Mindset to the Perfect Attitude**
4. **Customer Service: Get All Basics Right to Master Customer Service**
5. **Basics of Complaints Handling and Managing Difficult Clients**
6. **The Core Foundations of Powerful Teamworking**
7. **Effective and impactful Communication: It Starts with You**
8. **Tips and Methods to Successfully Getting Started into Your New Role**

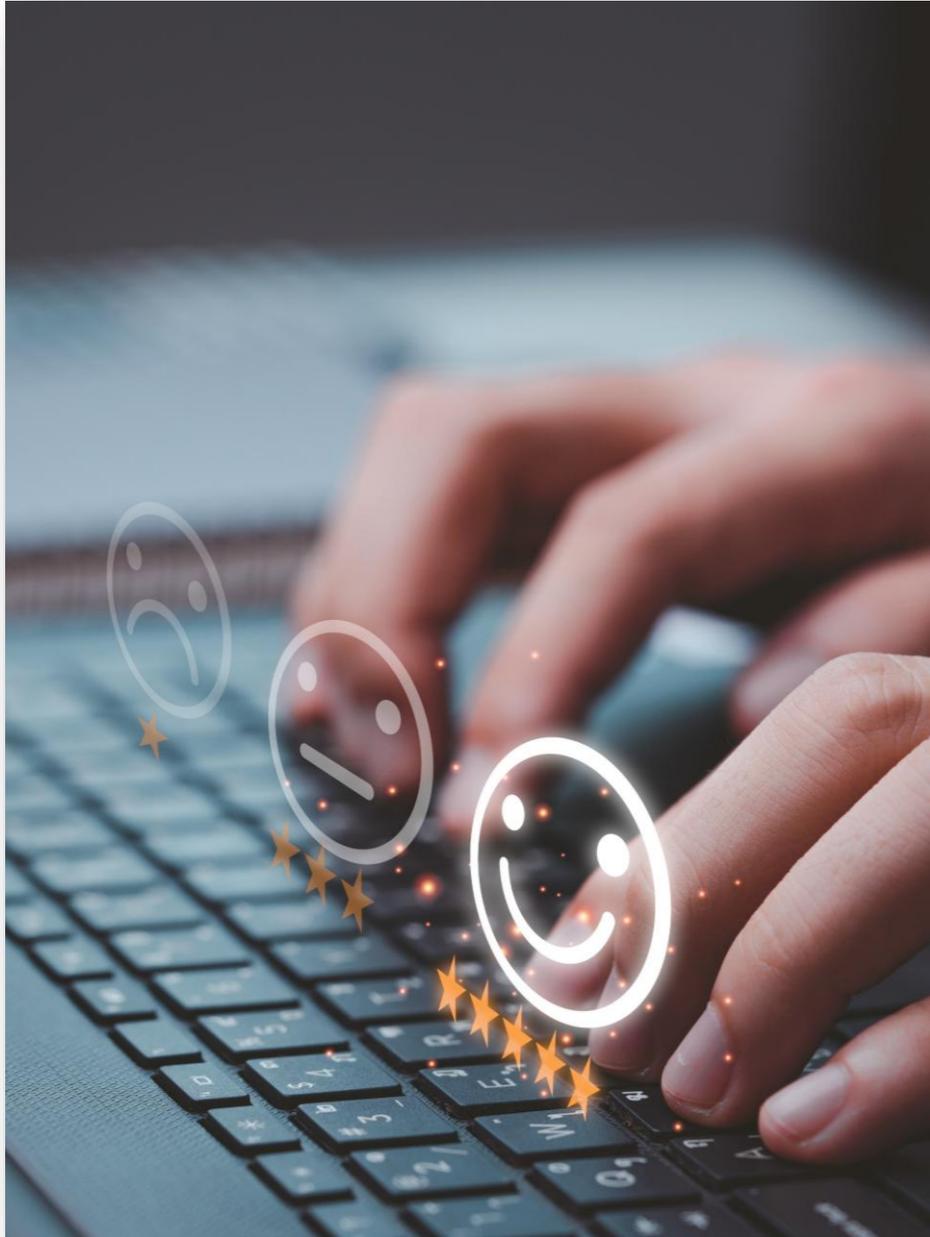


## UPSKILLING MODULES

# Some of Your Upskilling Modules

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1. **Customer Service: Successful Managing Your Customers' Expectations**
2. **Customer Service: Bring Your Complaint Handling skills to The Highest Level**
3. **Customer Service: Master Proactiveness Through All Your Interactions**
4. **Customer Service: Becoming a True Master of Objections Handling**
5. **Customer Service: Elevate your Customer Service Performance to the Highest Level**
6. **Mastering Courageous Conversations with Your Team and Colleagues: Why and how?**
7. **Conflicts Management: How to successfully Handle and Solve Conflicts in the Workplace?**
8. **Bringing Your Communication Skills in the Workplace to The Next Level**
9. **Be on Top of Your Own Performance: Consistently Aiming for Continuous Improvement**
10. **Blaming Culture: How to Successfully Stand Against It in The Workplace?**
11. **Managers: The Core Foundations of Impactful Leadership**
12. **Managers: Successfully Implementing a Culture of Performance Management**
13. **Managers: From "Telling" to Training and Empowering Your Team**



## Quality certified

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**Willing to see how we train? Check out my YouTube channel, website and reviews:**

- 5-star ranking on Google with 42 reviews
- Website <https://www.beyondsatisfaction.co.uk/>
- YouTube Channel <https://youtube.com/@beyondsatisfactioncustomer2037>

### **Qualifications and accreditations:**

- Train The Trainer Bootcamp Qualification – Jason Teteak
- Dale Carnegie – High Impact Presentation Qualification
- Practical Training Qualification – People 1<sup>st</sup> International
- Train The Trainer Qualification – The Landmark London
- Disciplinary and Grievance – The Landmark London

# Clients' testimonials

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Very useful, so nice to see things from another perspective. Great personal examples and experience shared. Made the courses very interactive. Feel like we have learned many things to improve our managing skills during a very entertaining course. The content and engagement is also very good.

**The Randolph Hotel - Oxford**

Excellent delivery, clear, concise and very helpful. Exceptional insights and very knowledgeable courses. On top of the content, what really stood out was the engagement, the originality and the personal anecdotes shared! Well done for engaging and insightful sessions!

**Unique Venues Birmingham**

Through the whole training programme, we have received amazing feedback from our staff who have attended Pierre's courses. During this whole time, everything was very professional, engaging, very helpful and the impact was simply amazing. Highly recommend!

**Tatev - HR Director - Fast Credit Limited**

Amazing insights and content. Lots of useful tips to implement moving forward. Very engaging courses which asked us very important questions that I have never considered before. Very important learnings that we can include in our work and roles moving forward. So thank you again!

**Polly Ogden – Maclynn International**



## A bit more about myself, Pierre Bauzee, the creator of Beyond Satisfaction Academy

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Hospitality has been my world for over 15 years. And one thing has always been clear to me: people want to do a great job, but they are not always given the right tools, time or support to get there.

I have seen talented people rushed through induction. I have seen teams trying to “figure it out things on the job” because training was either too short, too generic, or a tick box exercise.

That’s one of the reasons I launched Beyond Satisfaction Academy.

I wanted to create something that could genuinely help more people than I could ever reach in a room. And make good training accessible, practical and consistent for all hospitality teams, and beyond.

But also support onboarding in the best way possible with separate modules for new employees, covering topics carefully selected to help them in the start of their journey.

To build attitudes, skills, mindset, confidence, and helps businesses take care of their people on what matters the most.

This project is not just about a platform, or a shiny “nice-to-have”. It’s years of experience, years of training content and deliveries, and years of supporting teams turned into something concrete that can make a difference at scale.



The hardest part of running a business is managing people, what about getting some help where needed?

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**Email:**

[contact@beyondsatisfaction.co.uk](mailto:contact@beyondsatisfaction.co.uk)

**Free discovery call:**

<https://www.beyondsatisfaction.co.uk/enquiry>

**LinkedIn:**

Pierre Bauzee