



The Concierge Assistant Training Schedule and Implementation Guidelines

Congratulations and thank you for your recent purchase of The Concierge Assistant Software. In order to make the most out of your training experience, we ask that you review the following information and worksheets.

There are three distinct elements of training; Administrative, Classroom and One-on-One.

Day 1 – Administrative Training – One (1) - 2 hour session - 8:00 am to 10:00 pm

The Administrative training will instruct and assist your management personnel in the “how to” of establishing and customizing The Concierge Assistant (CA) to the specific requirements of your property.

We will be covering the following elements:

Preferred Vendors – Please have a list of your preferred vendors to enable us to assist you in designing the data entry panels specific to your property. These would include Transportation Companies, Floral, In-house Dining, Tour Vendors, frequently referred Restaurants, Theater tags, FedEx/overnight mail log sheet and Spas.

We will need their cancellation policies, dress codes, green fees and so forth. Please include the Hotel’s policies so they may be entered as well.

It is also helpful to have available to us copies of your “lists” for restaurants, churches, kids activities, tours, pharmacies, etc.

Events – Please have schedules printed up for all of the events that you want to have entered into CA, such as, Football, Baseball, Symphony, Hockey, Theater, Opera, Ballet, etc.

As part of the training, the above will be delegated to the staff to help with input and practice. It enables us to train your staff using the actual information, policies, etc. which are relevant to your property.

In addition to the "Administrative" training, we recommend that each Manager attend one of the Staff training sessions.

Day 1 – Staff Classroom Training (Basic Features)**10:00am to 12:00pm, 1:00 pm to 3:00 pm and 3:00 pm to 5:00pm**

This time will be used for training your staff members on the day-to-day use of The Concierge Assistant. This group should include; Concierge and personnel you wish to be trained.

Each person requires 4 hours training. This can be broken down into 2-hour sessions for 2 days, or one 4-hour session, whatever scheduling permits. If you anticipate anyone who may need extra training, it would be advisable to schedule he/she for a regular training session plus an hour the following morning to assist in his or her comfort level.

Day 2 – Continuation of Staff Classroom Training (Advanced Features)**8:00 am to 10:00 am and 10:00 am to 12:00pm**

The morning session, in addition to the regular training, can be used for data entry or a follow-up.

Day 2 – One-on-One Training - 1:00 pm to 3:00 pm and 3:00 pm to 5:00 pm

When all of the required staff has been through their 4-hour training, we go on site behind the desk to assist with any questions or situations that may arise when on “active” duty.

Training Set-up

The ideal situation is a classroom style set-up with 3 or 4 computers on the network and Internet hookup, in any type room not currently being used where we could train without interruptions. Shifts of 3 or 4 concierge work best for user training.

A LCD projector is not required but helps when the group is large.

If we can be of any further assistance, please do not hesitate to call either Leo Aguirre at 310-257-8067 or Elyse at 818-865-0006.