The logo features the text 'HOTQUA® ACADEMY' centered within a white diamond shape. This diamond is set against a light gray background with a repeating pattern of larger, slightly offset diamonds. The corners of the overall image are decorated with overlapping geometric shapes in yellow and blue. The text is in a clean, black, sans-serif font.

HOTQUA®
ACADEMY

Spirit of Excellence

A warm welcome

- HOTQUA = hotel tourism quality
- Founded in 1999
- Headquarters Berlin
- HOTQUA has so far
 - + conducted 1,000 workshops
 - + trained 10,000 participants
 - + qualified 1,500 businesses and
 - + 150 companies working with our sustainable quality standards



Initial situation

- Staff turnover in the hotel and restaurant sector is particularly high
- Training and further education activities increase the motivation and loyalty of employees
- The permanent staff increases and this contributes to planning security



What do we want

- We want to help train and motivate your employees so that they become a permanent and reliable part of your operation



Target group of the trainings

- Trainee

- Professionals

- Leaders



Forms of our training courses



Open seminars



In House Training



Online courses/webinars



Your benefits

- High practical relevance
- Compact presentation of the topics
- Service concept
- Knowledge transfer
- Employee motivation
- Quality sovereignty and sustainability

Advantages of In-House Training



Time saving



No travel expenses



Knowledge transfer



Company-specific

Workshops for professionals

- Successful communication
- Friendly services
- Guest complaints
- Hotel & restaurant etiquette & behaviour
- Housekeeping and cleaning
- Hygiene & workflows
- Sale & additional Sale
- Service quality from the perspective of the hotel and restaurant guest
- Correct telephoning & telephone rhetoric



Workshops for managers

- Data protection concept
- Event management
- Hotel management
- Housekeeping management
- Human Resources Management
- Act sustainability
- Quality management
- Complaint management
- Sales management



Net prices for workshops in Europe

Venue: 4* Hotel

1 participant
€ 250

2 participants
-10%
€ 225/part.

3 participants
-20%
€ 200/part.

Services:
documentation, certificate,
drinks, coffee breaks, snacks

Net Package Prices for In-House Trainings

Trainings	1 Training	3 Trainings	6 Trainings
½ day (4 units)	€ 795	€ 715	€ 635
1 day (8 units)	€ 1095	€ 985	€ 875
+ € 10/participant for training material and certificate of attendance			
+ VAT and travel expenses (30 cents per km)			
Participants/Training: up to 8 participants			
Teaching unit (UE) = 45 minutes			
These prices are valid from 2021			

QM Continuous Education ISO 9001

1

- Quality Representative

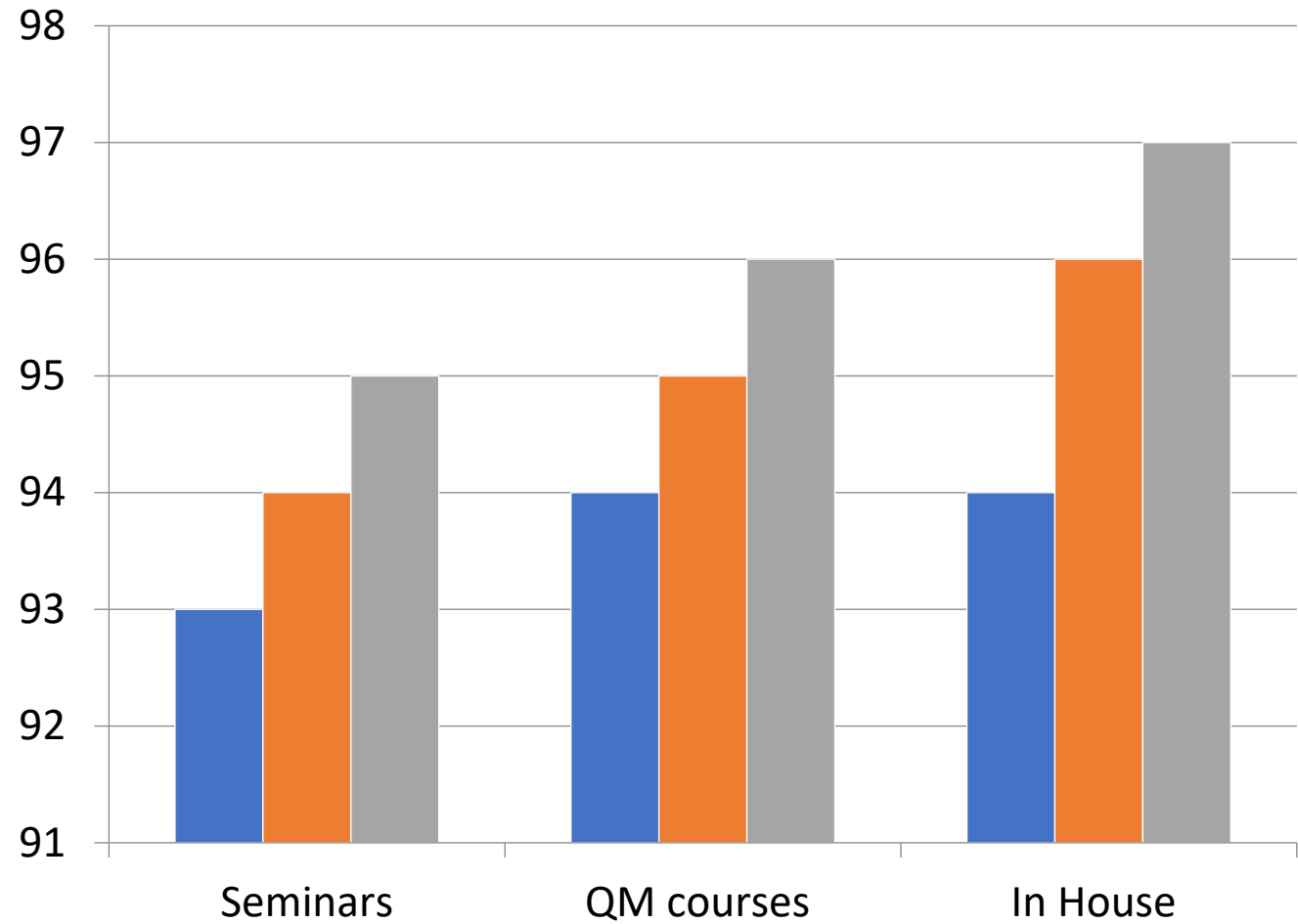
2

- Quality Manager

3

- Quality Auditor

Our
customers
are satisfied



Goodbye

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Martha Höchsmann



Frank Höchsmann