

AMANI PRIVÉE CONSULTING

HOSPITALITY CONSULTING
RESTAURANTS & GUEST EXPERIENCE

CONSULTING BROCHURE
PARIS · DAKAR · BRAZZAVILLE

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Consulting Brochure

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Referral · Full Management

Audit

& Diagnostic

A rigorous assessment of your establishment, from the experience your guests actually live to the quality of every touchpoint. We identify gaps, opportunities and the levers needed for you to act with precision.



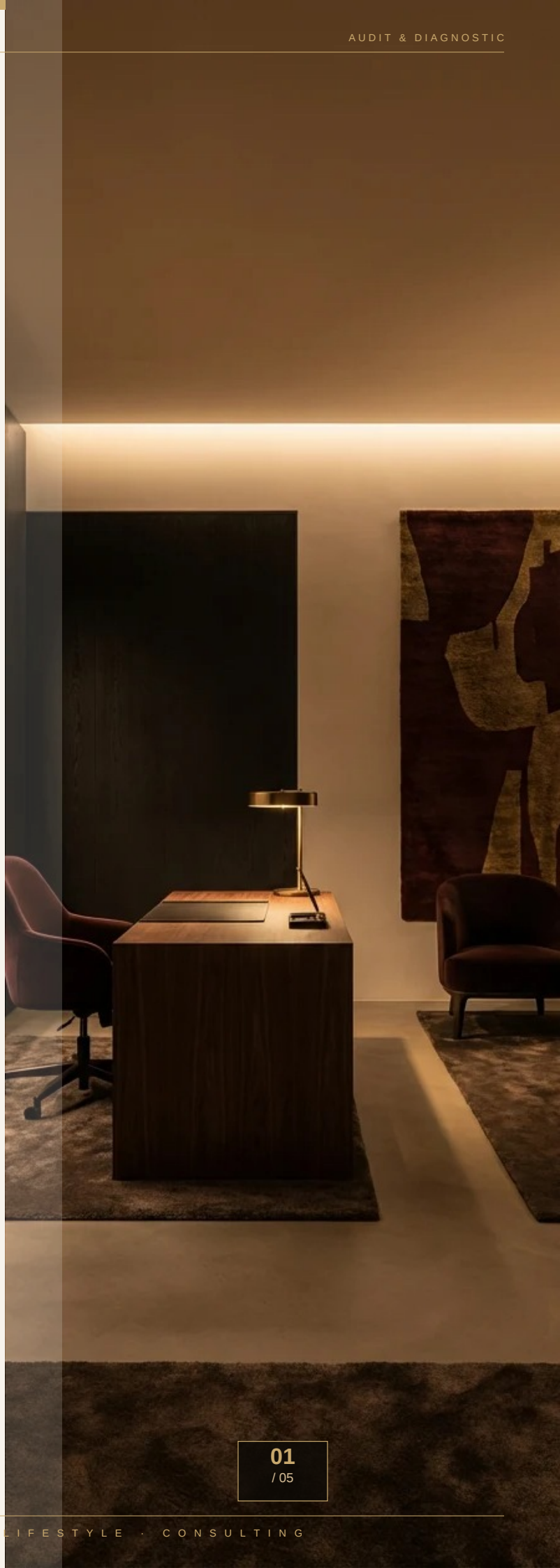
GUEST EXPERIENCE AUDIT

- Comprehensive guest experience audit
- Guest journey analysis
- Service quality assessment
- Operational audit of guest touchpoints
- Review of existing standards
- Identification of improvement areas

MYSTERY GUEST & EVALUATION

- On-site mystery guest visits
- Detailed analysis reports
- Strategic and operational recommendations
- Performance follow-up

List not exhaustive · Any specific request will be reviewed.



Training

& Team Development

Your teams are the reflection of your establishment. We guide them toward service excellence, passing on the codes of high-end hospitality and building a professional posture aligned with your positioning.



T R A I N I N G C O N T E N T

- Service excellence and guest welcome
- High-end hospitality codes
- Complaint handling and delicate situations
- Communication and professional posture
- Upselling and guest loyalty
- Training for managers and team leaders

List not exhaustive · Any specific request will be reviewed.

Operations

Structuring & Optimisation

We structure your operations to guarantee a guest experience that is consistent and repeatable. From building your standards to supporting your opening, every process is designed to last and create lasting value.



STANDARDS & PROCEDURES

- Creation of service standards
- Implementation of operational procedures
- Formalisation of guest journeys
- Development of a service culture
- Support for establishment openings
- Continuous improvement of guest experience

List not exhaustive · Any specific request will be reviewed.



Strategic Advisory

Beyond operations, we support you in brand positioning and differentiation through guest experience. A clear vision for a sustainable and measurable premium upgrade.



STRATEGY & POSITIONING

- Brand positioning
- Development of service identity
- Differentiation through guest experience
- Premium upgrade for establishments
- Hospitality and restaurant consulting

OUR MARKETS

- Hotels and tourist residences
- Fine dining restaurants and leisure venues
- Guest houses and boutique accommodations
- Hospitality professionals across Africa and internationally

List not exhaustive · Any specific request will be reviewed.

Engagement

Formats

Depending on your needs and your desired level of involvement, we offer three modes of engagement, from a one-off diagnostic to the complete transformation of your guest experience.



R E F E R R A L

- Identification of the right provider
- Sharing of recommendations
- The client then manages directly

P A R T I A L A S S I S T A N C E

- Diagnostic and targeted action plan
- Focused team training
- Support on key phases
- Periodic follow-up on improvements

F U L L B E S P O K E M A N A G E M E N T

- Full project management
- Coordination of all interventions
- Operational follow-up and reporting
- Single point of contact through to completion

List not exhaustive · Any specific request will be reviewed.



AMANI PRIVÉE CONSULTING

WE CREATE EXPERIENCES

FOR THOSE WHO LIVE THEM · AND FOR THOSE WHO BRING THEM TO LIFE

Every request is reviewed individually to deliver a solution tailored to the objectives, requirements and positioning of each establishment. The list of services is not exhaustive. Contact us for any specific request.

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