



QUAD PARTNERSHIP

ABOUT US

The **Quad Partnership** provides professional services to clients in the Hospitality, Tourism and Education sectors throughout the world.

Our Mission is to improve the overall effectiveness and long-term performance of organisations when they commission our services.

We aim to achieve this by:

- Enabling them to obtain tangible and sustainable improvement in their field of activity.
- Working in partnership with them to ensure achievement of agreed goals and objectives
- Building lasting relationships with our clients.

The **Quad Partnership** has its origins in Glion Consulting Services (GCS), part of the Glion Group of Switzerland. The Director of GCS established this Partnership in 2003.

We are able to offer many years of experience. Quad Consultants, many of whom worked for GCS, come from a wide variety of backgrounds and nationalities, sharing a common vision and a passion for the work that they do. Senior management experience and industry expertise are of course prerequisites, but just as important is their ability to quickly form effective relationships with our clients and pass on their skills and knowledge with enthusiasm.

PROFESSIONAL SERVICES

A significant part of our consulting work is focused on The People Dimensions of business. We provide an integrated approach to the research, design and delivery of a wide range of people-centred solutions that help our clients achieve their strategic goals.

In addition to our work in Human Resource Development (HRD), the **Quad Partnership** is also able to offer a range of services in the management and operations of hospitality and tourism enterprises.

Our people-related activities range from the design and delivery of Professional Development and Education Programmes through to Strategic Human Resources Consulting. Working in close partnership with our clients, we provide tailor-made solutions to help them deliver their business strategy using their people as a key source of competitive advantage.

Professional and Management Development

Our enthusiastic & committed HRD specialists are able to design leading edge training & education programmes for delivery in the workplace, in workshop settings or through distance or e-learning. Disciplines range from General Management, Supervision, Team Building and Quality Management to those specific to the hospitality, leisure and tourism sectors, such as rooms division, maintenance, spa, food & beverage and sales & marketing.*please go to page 2...*

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Offices in Geneva, Switzerland

MANAGING PARTNER: Larry BOWMAN E-MAIL: bowman@quadpartnership.com



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Development Training for Operational Personnel

Recognizing the important role that front line personnel play in shaping the customer experience, we have developed a range of craft and entry level programmes. These can be implemented for example during hotel openings for basic training as well as skills upgrading and attitudinal reinforcement for existing members of staff.

Our portfolio includes customer relations, hygiene, personal grooming and self development as well as skill development in reception, reservations, food and beverage service and housekeeping.

Our skilled training specialists, who have considerable industrial experience and are experts in their field, lead all of our Human Resource Development workshops.

Management Consulting

Our professional consulting services exist to serve our clients by helping them to achieve a broad range of goals. Our success and international reputation as consultants depends on how effectively we meet this challenge. Working as partners with our clients we seek optimum business solutions using all of the resources available to us.

Some examples of our areas of work include:

- Operational and strategic reviews
- Operating and standards manual production (SOP's)
- Quality audits
- Vocational training and education centre planning and development
- Marketing strategy & planning
- Tourism planning and development
- Human Resources Management Systems

Should the above vital operational areas have concerns for you in your organisation, & you feel they must be improved, then please contact us to find out how this can be achieved.

*******Absolute Confidentiality Assured*******

Can communicate in English & French with any enquiry

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