

GOLD PACKAGE



The Gold Package

The Gold Package is designed for establishments that wish to increase their service levels and truly become a distinguished establishment in Thailand & South-East Asia. By carefully monitoring, analysing, and controlling service training in your establishment, we make sure that that your establishment is performing at the best standards and provide key insights and recommendations as to how best utilise your capabilities and resources.

DESIGNED FOR:



Fine Dining Restaurant



5 Star+ Hotel



4 Star Hotel



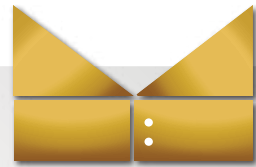
Hospital



Golf Course



Luxury Retail Store



Month	3 Month package			6 Month package			12 Month package					
	1	2	3	4	5	6	7	8	9	10	11	12
Training (Hours)	12	6	6	6	6	6	9	6	6	6	6	6
Train to Trainer (Hours)		3	3	3	3	3	3	3	3	3	3	3
Training Consultation	✓			✓			✓			✓		
Progress Review		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Audit	✓			✓			✓			✓		
Individual Staff Report		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Social Media Post (Per Month)	2	2	2	2	2	2	2	2	2	2	2	2
Written Article & PR	1	1	1	1	1	1	1	1	1	1	1	1
	29,999 ₪ (Per Month)			27,999 ₪ (Per Month)			24,999 ₪ (Per Month)					

PROCESS



Training

Each month after the initial 1st month training, Kingsmen will provide 6 hours of On-site training per Month. This can either be conducted over 1 or 2 sessions. An additional 3 Hours will be provided during the 7th Month of Training.



Train-the-Trainer

Each month Kingsmen will provide 3 hours of Train-the-Trainer. This is intended for Supervisors and Managers of the department or establishment, who will be given easy and user-friendly facilitator notes, training methods, and tools assisting in consistently training their team on a daily basis.



Training Consultation

Kingsmen will take a meeting with you concerning the current training roadmap and whether additional services or training is needed. Kingsmen will go through your current SOPs of Service and align the training towards these SOPs.



Progress Review

Every Month Kingsmen will send you a progress report and dashboard of the current Training whether we are aligned with the KPIs set in the initial meeting.



Audit

Kingsmen will build a property/establishment specific checklist for the Audit. We send Expert Mystery Shoppers to conduct the Audit of your property, to get an unbiased service performance Report analyzing up to 1000 service points. After placing all the data within our Kingsmen Service Algorithm, we will present all our findings



Individual Staff Reports

Each Month, Kingsmen will send an Individual Staff Report detailing in more depth the individuals taking the training. This can be aligned to OKRs set by your HR Department



Social Media Post

To bring more awareness to your property/establishment, Kingsmen will post 1 Organic Social Media Post on Facebook, LinkedIn & Instagram to highlight to your guests and potential new guests the actions you are taking to improve your service levels through training.



Article & PR

To bring more awareness to your property/establishment, Kingsmen will write 1 Article concerning the property/establishment, providing insights to special promotions or events that are occurring. **The Article will be placed on several platforms.**

"We first used Kingsmen during the pre-opening of Sorn, supporting us on our journey to our first Michelin Star and placing us in San Pellegrino Asia's 50 Best Restaurants list. Since this success, we have consistently used Kingsmen to train our service staff, assisting us today to reach our second Michelin Star"

Supaksorn "Ice" Jongsiri,
Owner Sorn Restaurant

