



5 Star training for one of Birmingham's most prestigious destinations!

The Hotel Indigo and the Marco Pierre White Steakhouse Bar and Grill is situated in Birmingham's iconic Cube. Taking pride of place on the 25th Floor the restaurant and Laurent Perrier Champagne Bar offers an ultra modern dining experience with stunning 360 views across Birmingham.

The whole leadership team pride themselves on providing a truly outstanding guest experience and so were keen to challenge themselves to raise the bar even higher! With this in mind the leadership team approached Tailored Development to facilitate their journey.

Working in partnership with Sally Prescott who specialises in 5* Guest experiences at the London Savoy and other prestigious London properties. Tailored Development took a two-pronged approach by examining their guest journey and leadership strengths.

Taking two days out of their busy schedules the leadership team embraced their challenge wholeheartedly! In true form Tailored Development used creative and practical approaches, providing both support and challenge...

Each aspect of the guest experience from start to finish was analysed with multiple perspectives to understand what really matters to their discerning guests. This meant that the leadership team identified how to take their guest journey to the next level *and* equipped themselves to constantly drive for perfection!

What the Client thought

“At the start of the financial year for my business it was really important that I created the right environment for my leadership team, I had worked with Gary a number of years ago so when this situation arose I knew who to call to help me. Gary put together a fantastic two day away programme for my team that left them and I inspired to achieve our targets”

Adam Munday

Venue Manager

Hotel Indigo Birmingham and Macro Pierre White Steakhouse Birmingham.