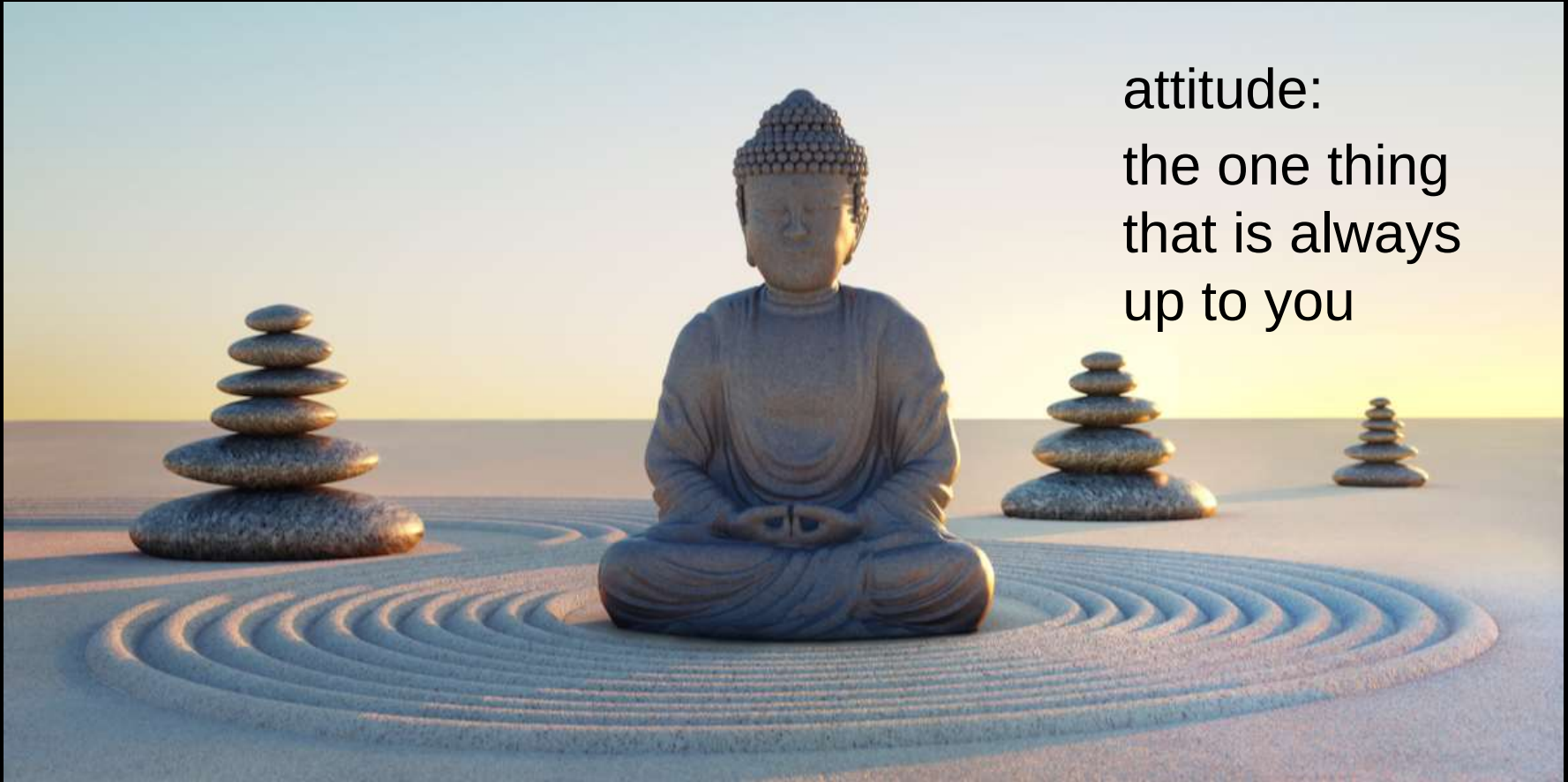


CUSTOMER EXPERIENCE

LEVI



attitude:
the one thing
that is always
up to you



Credit: Shutterstock



attitude:
changes
everything



Credit: Shutterstock



Customers: No point telling

Staff: No point telling

Bosses: No need to change



Use of TIME

=

What we VALUE



Avoid blindness



Who is
Figment
?



Our luxury:

Clean Air

Silence

Happiness

Passivities



NATURE
is the ultimate
Health Care Provider =
POTENTIAL



















Avoid blindness



Groups vs. Individuals



Don't assume

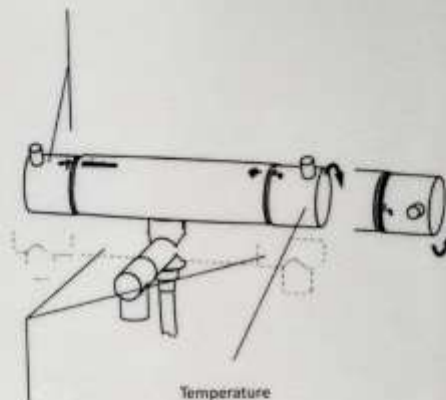








Water flow on/off
Vesi päälle/pois



Shower position up/down
Veden tulo suihkusta ylhäältä/käsisuihkusta

The temperature of the water has been set to max. 38 degrees Celsius.
If you wish to have warmer than 38-degree water, please pull and turn the temperature handle. Red colour comes visible to remind that the water temperature may be really hot.

Veden lämpötila on säädetty turvallisuussyistä niin, että suihkusta tulee maksimissaan 38-asteista vettä. Mikäli haluatte lämpöisempää kuin 38-asteista vettä, täytyy lämpötilan säädintä vetää ulospäin ja kääntää. Punainen väri tulee esiin varoituksena siitä, että veden lämpötila saattaa olla erittäin korkea.



Zucchini & mifu lasagne

Kesäkurpitsa & mifu lasagne

Contains gluten, dairy; lactose free;

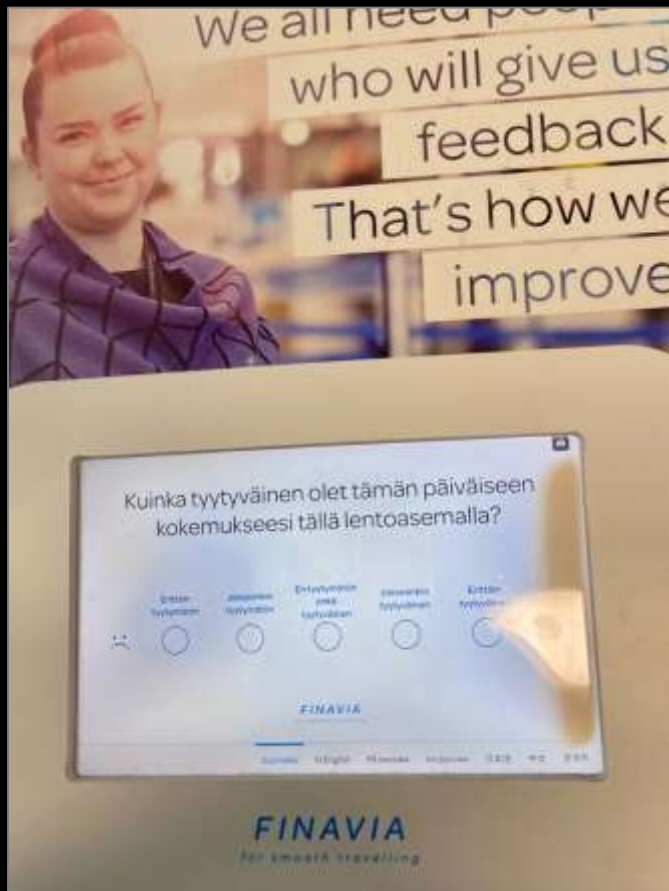
Sisältää gluteni, maitotuotetta; laktoositon





Sauna is scary





Details!









TRAINING AT CAFÉ ORLEANS:

Pepper to the water



What is "clean and tidy"?







Streetscape













What do we sell and why?















Avoid blindness



Small is Big





Housekeeping Task Sheet

08:47

Task Sheet 08.04.18/FULL/4

Attendant Id and Name /

Task Details

Task Sheet No. 4

Auto Generated Y

Instructions Vacume, dust and wipe well

Room Details

Room No	Room Type	Room Status	FO Status	Reservation Status	Arrival	Departure
426	PDN	DI	YAC	Departed	03.04.18	08.04.18
431	EKN	DI		Due Out	07.04.18	08.04.18
432	PSN	DI			07.04.18	12.04.18
434	DTN	DI			07.04.18	09.04.18
502	DKN	DI	OCC			08.04.18
505	PDN	DI	OCC			
506	PDN	DI	OCC	Due Out	06.04.18	
507	EKN	DI	OCC	Due Out	06.04.18	
509	DKN	DI	OCC	Stayover	04.04.18	09.04.18
510	DKN	DI	OCC	Due Out	07.04.18	08.04.18
511	DKN	DI	OCC	Due Out	06.04.18	08.04.18
512	DKN	DI	OCC	Due Out	07.04.18	08.04.18
513 LV	MSN	DI	OCC	Stayover	05.04.18	09.04.18
514	EKN	DI	OCC	Stayover	07.04.18	13.04.18
515	DTN	DI	OCC	Due Out	06.04.18	08.04.18
518	DKN	DI	OCC	Due Out	07.04.18	08.04.18
519	PSN	DI	OCC	Stayover	07.04.18	09.04.18
520	DKN	DI	OCC	Due Out	07.04.18	08.04.18
	PDN	DI	OCC	Due Out	07.04.18	08.04.18
	DTN	DI	OCC	Stayover	07.04.18	14.04.18
	EKN	DI	OCC	Stayover	07.04.18	09.04.18

Hessam - 6,5

-very good cleaning. Place teddy near pillow nicely.

VISIT  OSLO





the new luxury:

Small Brands with Big Stories





Fogo Island Inn
Joe Batt's Arm
Newfoundland, Canada











Process vs. Hospitality







Not routine for guests



Tuija

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WORKSHOP POTENTIAL:

Individual, small group

Nature, our magic

Summer, shoulder season

