



PROFLUENT  
**Hotelier**

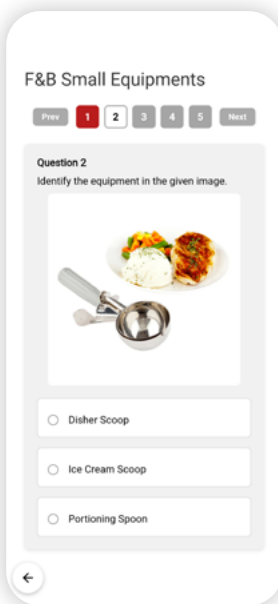
# Let's Transform Hotel Management Education!

Visual. Interactive. Career-ready.

**100% specific** to  
Hotel Management



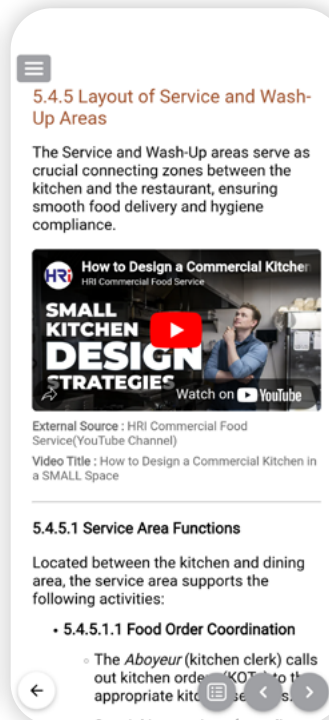
Aligns with **National Education Policy** and  
**State Governments Digital Drive** in Education



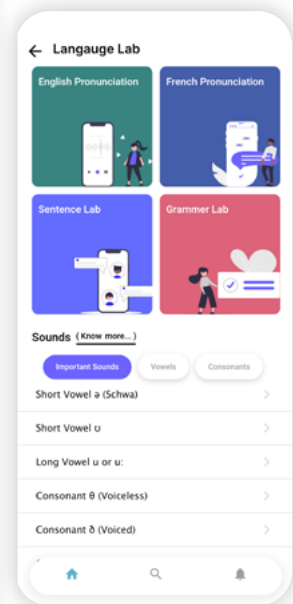
**Effective**



**Engaging**



**Easy**



**Enjoyable**

Appropriate application of technology can revolutionize  
learning experience and deliver excellent results

# Industry Fundamentals

Rich learning content that's crisp, focused and interesting.


- ▶ **Result-oriented content design:** Multi-sensory learning with unlimited images, videos and audio narration helps easier absorption and retention, creates a clear mind map, and simplifies the learning process.
- ▶ **Byte sized learning:** Complex topics split into units with consumable cognitive load. Each unit acts as a building block, supporting a smooth & effective learning process.

→ Multimedia

→ Videos

→ Quiz / Knowledge checks

→ Glossary

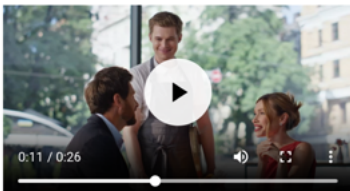


### Etiquette of Food & Beverage Service Staff

Guests observe not only the appearance but also the behavior of the staff. Proper etiquette is essential in creating a positive experience for guests.

#### 1. While Talking to a Guest




1. Greet guests with a smile.
2. Maintain a friendly, helpful expression.
3. Avoid gathering in groups within the restaurant; always stay busy with tasks.



0:11 / 0:26

#### 2. While Walking

1. Walk at a steady pace, ensuring your footsteps are not heard.
2. Never run inside the restaurant.



## Impress

Students, parents & recruiters with state-of-the-art digital tools for learning!

## Empower

Learning support anywhere anytime!  
Complements Instructor Led Classroom Training.  
Track students' performance with live reports.



This is really upsetting. We came here for a peaceful vacation, but the construction noise is unbearable. My baby can't sleep, and we're exhausted!

1

Sorry, there's construction, and we can't help that. We informed during check-in.

2

Yes, the noise is from scheduled work. If you want, I can check with my manager if something can be done.

3

I'm sorry to hear that, ma'am/sir. I can check if we have a quieter room available for your family.

## Situation Handling

200+ Interactive lifelike simulations to apply learning without real-world consequences.

- ▶ **Practice independently & repetitively** in a risk-free setting. Gain a clear understanding of situation handling through experiential learning
- ▶ **Multiple simulations for guest escalation scenarios** from all core departments accelerate learning and prepare learners better for actual challenges!
- ▶ **Mock interview simulations with instant feedback** build confidence for real placement interviews by practicing common hotel job questions.

→ Engaging & Immersive learning

→ Explore various possible outcomes

→ Instant feedback & Suggestions

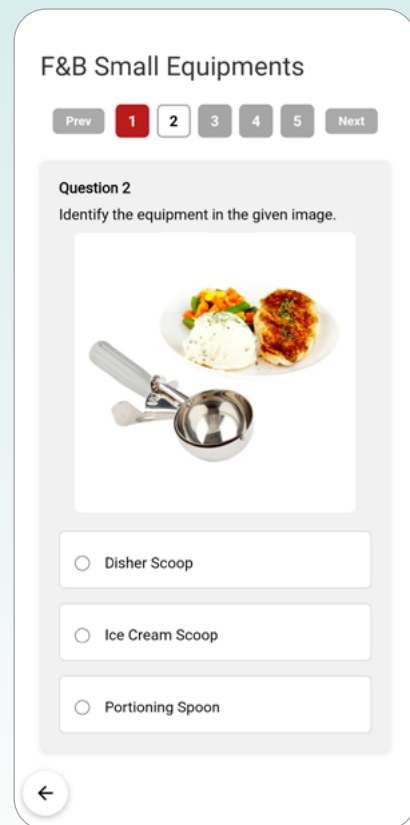
→ Covers all core departments & Interviews

## Exciting Interactives

200+ Interactive, immersive activities and visual simulations designed to sharpen hotel operations skills through hands-on, guided practice.

- ▶ **Front Office Software Simulation** for reservations, check-ins, and billing
- ▶ **Practice Table/Place Setting** with image-based drag-and-drop activities
- ▶ **Hotel Case Studies** in line with real operational challenges

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- Immersive skill building: Learn by doing
  - Make decisions and see the impact specific to the scenario
  - Repeatable & Self-paced
  - Targeted practice: aligned with hotel job functions
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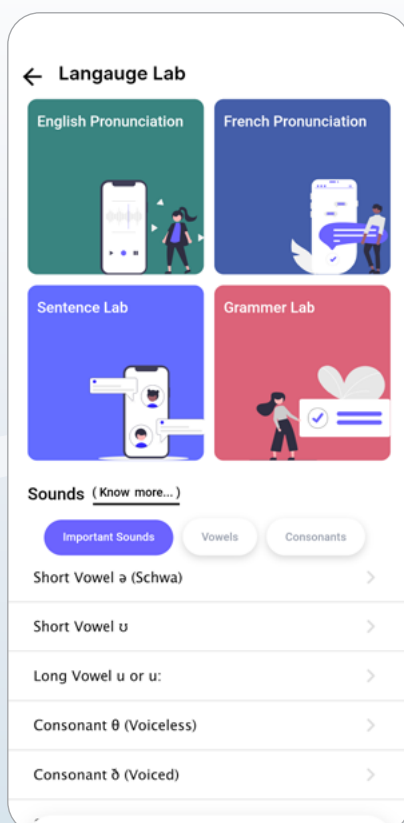


## Increase

Student's engagement, learning effectiveness, language proficiency & overall competency.

## Reduce

Students' learning stress, knowledge & skill gaps.



## Language Lab

Hotel industry focused fast track upskilling. Listen to correct pronunciation (En & Fr); Practice independently with AI powered tools.

- ▶ Built based on the natural & proven method for language learning – Listen > Observe > Repeat > Practice
- ▶ Innovative features & intuitive UI enhance the learning experience and effectiveness.

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- Hotel industry focused words & Sentences
  - Listen & Practice anywhere, anytime!
  - Hotel industry specific grammar exercises
  - Bookmark words & Sentences for repetitive practice
-

## Professional Certifications

Build role-specific skills through micro-learning, simulations, and AI-based assessments – with certifications co-branded by industry experts.

- ▶ **Included at No Extra Cost** – All certifications are part of the Full Access Plan, with no additional fees or upsells.
- ▶ **Learners get 2 chances** to demonstrate their skill and clear each certification.
- ▶ **Each certification demonstrates true job readiness** by validating essential, role-specific skills that are fundamental to success in core hotel operations.



- Skill-specific & Job-oriented
- Case study & AI-based certification evaluation
- Co-Branded with industry experts
- Digital certificate. Easily share on professional portals

## Integrate Institution-specific Content

- ▶ Every institution takes pride in its unique training content tailored for its learners. With **Profluent Hotelier**, that content can be **seamlessly integrated** into the app.
- ▶ Use our **no-code authoring tool, Lite Learning Lab**, to **create or convert** your materials into interactive eLearning modules.

## Why We Exist?

Profluent Hotelier was born from a simple belief that today's hospitality education should be digitally enriched and accessible to all. Technology has the power to revolutionize how hotel management is learned when it becomes an **everyday tool** in the hands of students, educators, and institutions alike. We're here to bridge the gap between traditional teaching and modern industry demands – with **visual, interactive, career-ready learning tools** that mirror real hotel operations. Because true innovation in education isn't just about using smart tech, **it's about making it work for everyone.**



## Who Are We?

Profluent Labs - A young startup formed by a team with rich experience in managing large-scale global projects. We offer end-to-end technology solutions tailored to our clients' emerging business needs. Our focus is on delivering cutting-edge, scalable solutions with cost-effective maintenance, ensuring long-term efficiency and innovation.



### Information Technology:

Product Development, Projects, Staff Augmentation and Support Desk.

**Learning Innovation:** E-learning / Mobile Learning, Consulting and Train-the-Trainer.

## LiteLearn!ngLab .com

No-code eLearning authoring tool to create easy, effective, and engaging learning modules.

## PROFLUENT

Smart learning app for Caller Center staff in the US Healthcare Industry.



## PROFLUENT English

English Upskilling & Certification for Students & Professionals.



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