

The Leading Hotels  
of the World®



## PRESS INFORMATION

The Leading Hotels of the World adds expert training for employees at member hotels with the launch of Leading Learning Institute

(March 2010) Ted Teng, President and Chief Executive Officer of The Leading Hotels of the World, has announced the inception of a new, global initiative, *Leading Learning Institute* (LLI).



Developed in conjunction with IFH Americas, Inc., one of the largest consulting companies for training and development in the hospitality industry, the exclusive programme will offer employees at member hotels a vast menu of training opportunities, ranging from management development and communications, to sales and revenue management.

Exclusively offered to more than 450 Leading Hotels in 80 countries, LLI is slated to deliver over 80 training sessions in 20 locations around the globe. For an affordable annual fee, registered hotels will have unlimited access to all courses and can enrol their employees directly in the various training programmes via an LLI customised booking platform, making registration easy. With the launch of LLI, The Leading Hotels of the World will be undertaking the largest training and development initiative in its 80-year history.

Mr. Teng said,

“Essential to our hotels’ future success is customer satisfaction and revenue generation. Vital to accomplishing these two goals is properly trained staff. LLI was created to make high-quality, consistent training easily available to the largely independent hotels in our collection. In a fast-changing and evolving hospitality world, this will not only allow our hotels to attract staff but to retain them as well. Bottom line, this is all about increasing the ability for our hotels to compete with chain brands and stay independent. ”

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Mr. Teng continued by saying,

“We are truly excited about this opportunity to enrich the lives of our people through learning.”

The goal over the next three years is to develop LLI into one of the best company internal career development programmes offered in the hospitality industry.

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The Leading Hotels of the World

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**About The Leading Hotels of the World, Ltd.**

The Leading Hotels of the World, Ltd. is the prestigious luxury hospitality organization representing more than 450 of the world’s finest hotels, resorts and spas, and is the operator of [www.lhw.com](http://www.lhw.com) and [www.lhwspas.com](http://www.lhwspas.com) – the online sources for your luxury lifestyle. As the largest international luxury hotel brand, the firm maintains offices in 25 major markets across the globe. Since 1928, the company’s reputation for excellence derives from the exacting levels of quality it demands of its members, each of which must pass a rigorous, anonymous inspection covering hundreds of meticulous criteria spanning from product to behavioral standards. This set of standards is the most stringent in the industry.

High resolution images and press information on individual member hotels are available for downloading at [www.lhw.com/press](http://www.lhw.com/press).

**About IFH®**

IFH® Worldwide is an international market leader in the fields of people development, quality assurance, benchmarking and strategy development for companies in the service industry.

Founded in 1989, the consulting firm specializes in national and international hotel companies, individual luxury hotels, as well as companies in the automobile, healthcare and pharmaceutical industry.

Headquartered in Frankfurt, Germany, IFH® operates offices in London, St. Petersburg, Dubai, Hong Kong, Singapore, Miami and Belgrade and employs around 100 people worldwide. It is part of the I.H.S. GmbH Group, which is a group of companies specialized in providing a broad range of services to the international hotel and travel industry.