



HOSPITALITY & EVENTS

AI Coach

Every time. Everywhere. A coach available 24/7, in several languages, to review and practice between shifts, in 10–15 minute cycles.

The best moment to practice is ten minutes before the shift. The AI Coach is there.

The AI Coach is a personal coach available 24 hours a day, in several languages, to review procedures and standards and to practice short scenarios between one shift and the next. Sessions last 10–15 minutes, feedback is personalized, and an optional AI mentor helps reflect on what happened with a real guest and prepare for the next one. It keeps practice alive when the classroom is far away.

24/7

AVAILABLE BETWEEN SHIFTS

10–15

MINUTES PER CYCLE

40+

LANGUAGES, ONE STANDARD

THE PROBLEMS WE SOLVE FOR HOTEL CHAINS, RESORTS, AND EVENT VENUES

01 — NO TIME FOR TRAINING

Shifts leave no room for the classroom

Hotels run around the clock and training slots are the first to go. The AI Coach brings practice to the phone, in 10–15 minute cycles that fit the break, the commute, the quiet hour.

02 — ONE COURSE, THEN SILENCE

Skills fade between the course and the next one

What is practiced once is forgotten in weeks. Short, frequent cycles with personalized feedback keep skills alive and let people sharpen what the last guest showed them.

03 — EVERY LANGUAGE, EVERY PROPERTY

Staff speak different languages, coaches cannot be everywhere

International teams across properties cannot all be coached by the same people. The AI Coach speaks the staff's language and applies the same standards, in every property, every night.

TARGET ROLES

Front office and reception, concierge, restaurant and F&B staff, housekeeping supervisors, reservations and call center, duty managers, event staff; corporate academies, HR and Operations of hotel groups.

FORMAT

Online, on site, or phygital: smartphone, desktop, totems, projected walls, and immersive rooms, without headsets. Stand-alone module or part of the e-REAL Hospitality Suite, with Conversation Mastery at the core. Integrated with your learning platform.





INSIDE THE AI COACH

Ten minutes. Your language. Your standards.

01 **Open the coach**

From a smartphone or desktop, any time. The coach knows the role, the property's standards, and what the person practiced last; it proposes a review or a short scenario.

02 **Review or practice**

A quick review of a procedure, or a 10–15 minute scenario with an AI guest: the complaint handled badly this morning, the upsell to try tomorrow, the new policy to explain.

03 **Get personalized feedback**

Feedback on what was said and done, on the chain's rubrics. An optional AI mentor asks questions, suggests alternatives, and helps prepare the next real conversation.

04 **Keep the rhythm**

The coach proposes the next cycle, tracks progress over weeks, and feeds Analytics HQ, so managers see who is practicing and where the recurring gaps are.

WHAT YOU GET

A coach in the pocket

Practice and review available any time, anywhere.

Short cycles

10–15 minutes that fit a working day.

Personalized feedback

On your rubrics, session after session.

An AI mentor

Optional guided reflection on real cases.

Start with one team, one month

Choose one property and one team. Share your service standards and the 10 situations they find hardest. We set up the coach, the team uses it for one month between shifts, and we look together at practice frequency, progress, and what changed at the desk.

WORKS WITH EVERY MODULE

The AI Coach reviews Conversation Mastery scenarios, Process Mastery procedures, and onboarding levels, and keeps them fresh between sessions in the academy or the immersive room.

PART OF A LARGER SUITE

The AI Coach is one module of the e-REAL Hospitality Suite, with Conversation Mastery at the core. Add Process and Systems Mastery, Onboarding & Readiness, Analytics HQ, Process Help, and Smart Hiring when you are ready.

LET'S TALK

Book a demo on www.e-real.net or propose a property for a pilot.

CONTACT

Danils Vanags
danils@logosnet.org

e-REAL[®]
by LOGOSNET

