## **Projects**

To provide the best well-being guest experience around the world to the customers and help each individual to be proud of themselves and reach success.



Training & coaching to create a concept and excellent customer expericence



To develop sell-out techniques. train operational team to deliver efficient services.



Communication & Intercultural Management for team leader





# Enchantée!

International trainer and coach in the cosmetic industry in the last 15 years, I strongly believe that a successful Spa & wellness resort is made of 3 key points:

- A coherent marketing strategy
- Exceptional Spa Management
- Unique guest experience

As human ressources should be continualy feed in order to excel, my objectives are to help a maximum of professionnal to offer the best of themselves while feeling as part of true adventure.



**Corinne COULANGE** Envol Consult Founder

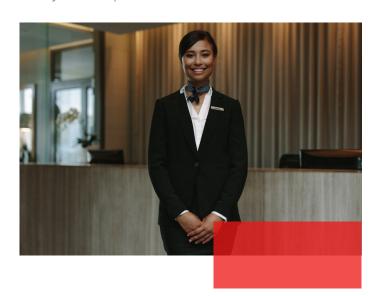
# Envol **Consult**





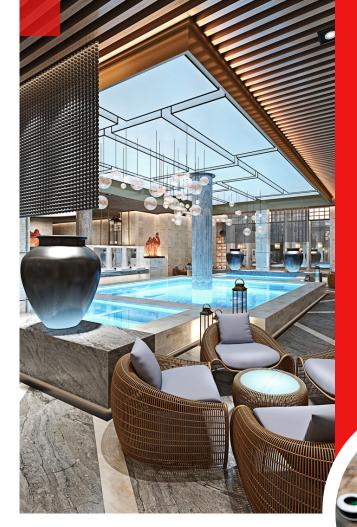
#### **GUEST EXPERIENCE**

Deliver experiences that go beyond standard expectations. Help your customers maintain an authentic sense of their experience. A corporate guest experience is a powerful brand differentiator, which sets you apart from your competitors.



#### **CROSS CULTURE MANAGEMENT**

Becomng a **cross cultural leader** is a foundational skill for worldwilde **spa managers**. Recognize culture's differences as strenghts for leading successfully creates a more **engaged team** atmosphere, diminishing tension and fostering a calm environment that **your guests will notice** 



#### **Contact**



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## Coaching

Tailor-made solution for quick results Individuals and team building

### Consulting

Strategic analysis for positionning SPA Marketing strategy Products selection Services



Technical upgrade and sales technics SPA techniques, management skills, customer care skills