

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 experience



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 resources should be continually feed in order to excel, my objectives are to help a maximum of professional 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

Becoming a **cross cultural leader** is a foundational skill for worldwide **spa managers**. Recognize culture's differences as strengths 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 positioning
SPA Marketing strategy
Products selection
Services



Training

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