



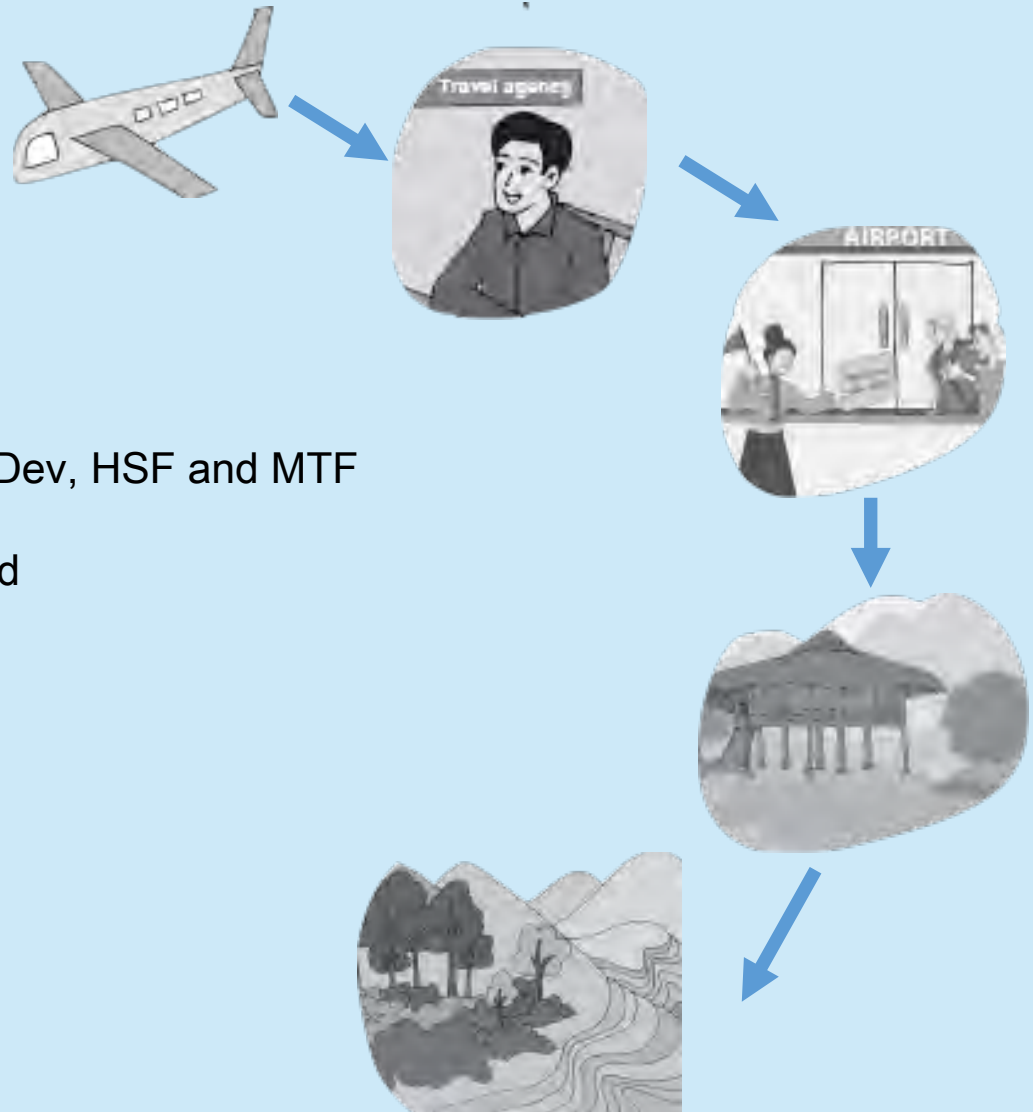
B&B Manual

Presentation & Brainstorming



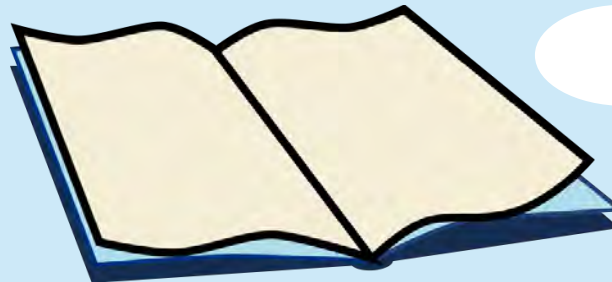
Introduction

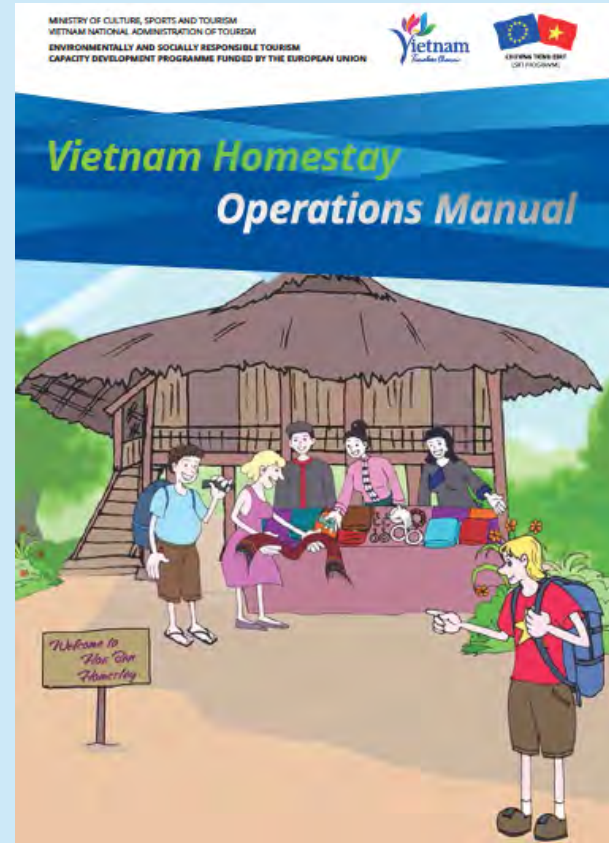
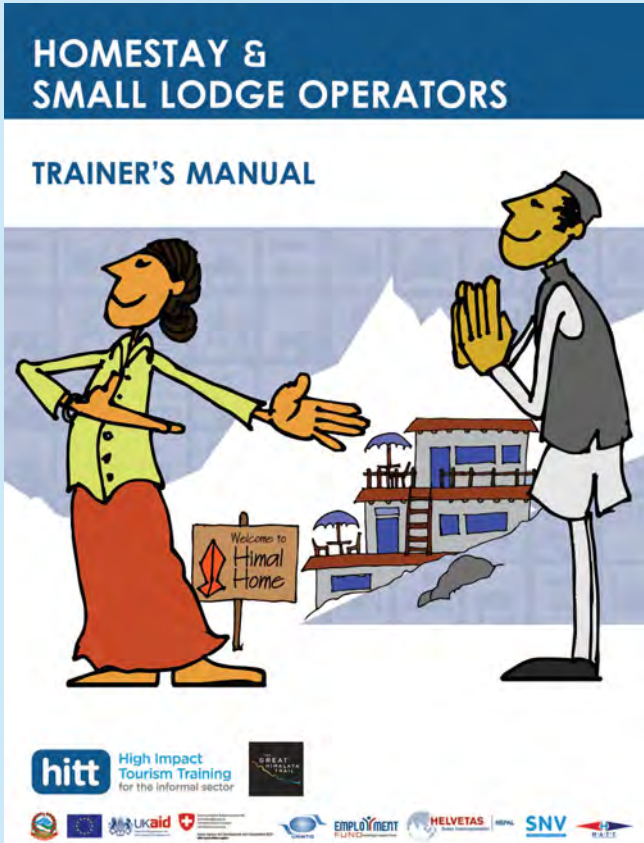
- Cooperation between LuxDev, HSF and MTF
- Manual: easy to understand





Target Group







Content Modules

1. Tourism and B&B

What is Tourism?

Who are tourists?

What is a B&B?

2. Hospitality and Customer Service

What is hospitality?

How to be hospitable?

3. Safety and Security

What is safety & security?

Potential hazards and how to reduce them

Safety and Security Checklist

4. Waste and the Environment

The Environment

Waste

How can we protect the environment?

5. Maintenance and Housekeeping

What is maintenance and housekeeping and why is it important?

Preparation of a welcoming environment

6. Food preparation and Hygiene

Personal and Food hygiene

Breakfast preparation

7. Managing Money

Accounting

Important Instruments needed

8. Marketing and Sales

Marketing

Partnerships

Marketing Tools

How to calculate the room rate



Contact

Marlo Perry
Myanmar Tourism Federation
Marloperry.mtf@gmail.com

Gloria Crabolu
LuxDev
cgloria@hotmail.it

Sarah Thomas-Parensen
Hanns Seidel Foundation
MyanmarPraktikant@hss.de