

# Training Programmes for Hotel Teams



**Triple Impact Hospitality**

Healthier Planet, Smarter Business, Stronger Communities

## Flexible Learning That Fits Around Busy Schedules

### In-Person Training



**Built for shift work:** Our in-person sessions can usually be delivered twice in one day to accommodate different staff schedules, meaning more team members can participate without affecting day-to-day operations.

### Online Training



**Flexible and accessible:** Staff can complete short, engaging modules anytime, anywhere. Perfect for hotels with rotating shifts or limited downtime, the training fits around real schedules without disrupting operations.

Most of our training packages are compatible with Spanish Social Security Credits.



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## IF YOU DON'T MAKE TIME FOR TRAINING, YOU'LL NEED TO MAKE TIME FOR PROBLEMS

It's easy to push training down the list when there are so many competing priorities. But in busy hotel environments, skipping or delaying it often leads to bigger issues later such as miscommunication, inconsistent standards, guest complaints, or staff feeling unsure of what's expected.

Investing in well-designed, practical training doesn't waste time, it saves it. It helps your team work more efficiently, make fewer mistakes, and feel more confident in their roles. It reduces the need for repeated explanations or firefighting the same issues over and over. And when it comes to sustainability, it ensures your efforts don't get lost in translation, but are carried through consistently across departments.

Good training buys you clarity, consistency, and peace of mind so that sustainability isn't just a policy on paper, but part of how your hotel operates every day.





# Travelife and Sustainability Training

**Duration:** 2 hours

**Best for:** All hotel roles and departments

**Delivery options:** Online or in-person



## Overview:

This interactive session has been designed by a Travelife Auditor to meet the Travelife requirement for staff sustainability training. It covers the key environmental and social topics that Travelife auditors expect to see in practice, including biodiversity protection, responsible waste management, energy and water-saving actions, and workplace diversity. The content is tailored with examples from different departments, whether it's housekeeping, kitchen, front office, or maintenance, so that everyone can relate the training to their own role. It also includes practical activities and tips that help teams put the learning into action.

## Extras:

- Aligned with Travelife for Accommodations criteria
- Includes downloadable reference materials
- Certificate of participation available
- Compatible with social security credits

Download the full Travelife and Sustainability Training brochure [here](#)



## Food Waste Prevention Training for Executive Chefs & Kitchen Teams

**Duration:** 6 hours

**Best for:** Executive chefs, sous chefs,  
kitchen teams

**Delivery options:** Online (live)

### Overview:

This in-depth training builds on chefs' existing expertise to help hotels meet the requirements of Spain's new food waste law. It explores practical ways to prevent food loss across the kitchen operation, from purchasing and storage to preparation, buffet management, and post-service handling, without compromising on quality or guest experience.

Designed by professionals with hands-on hospitality experience, the training takes into account the realities of working in high-pressure kitchens with limited time and staff. It provides practical tools that not only support legal compliance and food waste monitoring, but also help teams improve food cost percentages and achieve financial targets. Participants leave with greater confidence to lead waste reduction initiatives that are both realistic and effective.

### Topics include:

- Root causes of food waste in hotel kitchens
- Strategies for portion control and buffet planning
- Safe donation and redistribution
- Cross-department collaboration
- Legal requirements, recordkeeping, and audit preparation
- Time- and cost-saving benefits of waste reduction

### Extras:

- Templates and checklists aligned with Spain's food waste law
- Certificate of completion
- Compatible with social security credits

Download the full food waste awareness training brochure [here](#)



## Food Waste Awareness for Hotel Teams

**Duration:** 2 hours

**Best for:** Restaurant staff, purchasing teams, management, marketing & comms, and any staff involved in food service operations

**Delivery options:** Online or in-person

### Overview:

This practical session helps wider hotel teams understand their role in preventing food waste and how small changes across departments can make a big difference. Whether it's how food is ordered, displayed, served, promoted, or cleared—everyone has a part to play.

Ideal for teams that support or work alongside the kitchen, this training also provides a lighter-touch alternative for chefs who prefer a shorter session. It includes real hotel examples and encourages cross-department collaboration, helping hotels meet food waste reduction goals while also supporting Spain's new food waste legislation.

### Topics include:

- Why food waste matters and how it shows up in hotels
- How purchasing, service, communication, and guest behaviour all influence waste
- What the law requires (and what to look out for)
- Team tips to reduce waste without increasing workload

### Extras:

- Compatible with social security credits
- Certificate of participation available

Download the full food waste awareness training brochure [here](#)

A young girl with dark hair, smiling broadly, is holding a large, brown cardboard sign. The sign has the word 'Thank' written on it in a large, black, hand-drawn font. In the background, a woman with grey hair, wearing a blue jacket, is smiling and looking towards the girl. The scene appears to be indoors, possibly at a community event or a school activity.

## Social Actions: People, Places and Purpose

**Duration:** 1 hour **Best for:** All staff, especially management, HR, marketing, and guest-facing teams **Delivery options:** Online

### Overview:

Many hotels find the social side of sustainability harder to tackle, especially when trying to meet certification requirements that ask for clear, in-depth evidence of actions taken. This module helps demystify that process by exploring the hotel's role as an employer, neighbour, and cultural touchpoint.

We look at whether all guests truly feel welcome, from representation in marketing to physical accessibility, as well as how hotels value their own teams - from fair working conditions to creating a workplace where staff feel respected, included, and supported.

The module covers inclusion, diversity, animal welfare, and community impact through a business-focused lens framing social responsibility not as charity, but as part of running a relevant, responsible, and well-regarded hotel.

### Topics include:

- Diversity and inclusion in staffing and guest experience
- Valuing and supporting staff wellbeing
- Accessibility in communications and facilities
- Animal welfare considerations
- Local sourcing and community engagement

### Extras:

- Supports meeting Travelife social criteria
- Includes case-based discussion prompts
- Certificate of participation available and compatible with social security credits

Download the full Social Actions Training brochure [here](#)





## Understanding the EU Green Claims Directive

**Duration:** 1.5 to 2 hours

**Best for:** Management, marketing, communications, social media teams, and guest-facing staff

**Delivery options:** Online

### Overview:

With growing guest interest in sustainability and new EU regulations coming into force, it's more important than ever that hotels communicate their environmental actions clearly and legally. This course explains what the EU Green Claims Directive means for your business, and how to make sure all of your staff communicate about sustainability in a way that is honest, evidence-based, and engaging.

Participants will learn how to avoid common greenwashing pitfalls, understand which claims are likely to be challenged, and gain confidence in crafting messages that are both compliant and meaningful. The lessons are highly practical, with real hotel examples and tips for improving signage, social media posts, website content, and staff messaging.

### Topics include:

- What the EU Green Claims Directive requires
- Common types of misleading claims and how to avoid them
- How to use evidence to back up sustainability statements
- Dos and don'ts of communicating to guests online and onsite
- Roles and responsibilities across departments

### Extras:

- Delivered by a subject matter expert in green claims and sustainable marketing
- Includes practical tools and examples from the tourism sector
- Certificate of completion available



# Nuestros Clientes



# Contact Us

Use our services individually, or mix and match to create the right fit for your hotel:



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