 **typsy** Every experience counts


Peerless
HOTELS & RESORTS
THE WORLD OF HOTELS



Typsy is an online learning platform for growing hospitality skills at scale by providing expert led online video training to the global hospitality industry. Peerless and Kaizen Hotels and Typsy may only be 12 months into their partnership, but their initial success is founded on shared values and beliefs of delivering enriching and memorable guest experiences by empowering employees to be at their best through equipping them with the necessary skills and knowledge to excel in their role.

Peerless Hotels People-Centric core values include encouraging performance of individuals and teams toward meritocracy and to ignite passion and feel happiness at work while celebrating success which is matched by Typsy' belief that every experience counts, and that great service is powered by the skills, confidence, and passion of its people.

Mr. Kuldeep Bhartee, the CEO of Peerless Hotels, has been instrumental in driving the company's commitment to its people-centric values which align perfectly with Typsy's mission to empower employees through skill development.

Typsy is a cost-effective solution that supports a small section of Peerless and Kaizen Hotels overall employee population and the partnership of the last 12 months has both parties excited to now build on these foundations together to consistently elevate Peerless and Kaizen Hotels team's skills and guest experiences through learning.

Together we believe training is an investment in our most important commodity, our people. Refer to the recent article by EHL (link provided below) that notes that in today's competitive market, hotels that invest in comprehensive learning and development programs for their employees see improvements in employee retention, motivation and overall performance. Well trained staff not only provide better service but also contribute to increased customer satisfaction and loyalty.

[EHL Insights - Hotel employee training impacts customer experience and happiness](#)



Some of the problems Typsy solves for include but aren't limited to:

- Managers lack time and resources to deliver consistent training
- Learners aren't empowered or engaged to develop their skills to excel in their role
- Leaders have poor visibility over training analytics and reporting
- Well trained employees are better equipped to provide exceptional service which results in improved guest experiences that can flow through to positive reviews, return visits, upgrades and recommendations or referrals

Typsy is an industry led business and has built its intuitive and streamlined platform with its 2,000+ (and growing) online video library through customer feedback and industry training needs. Typsy' roadmap for the coming 18 months focuses on making a positive impact on its customers business, continues its spotlight on skills and is at the forefront of AI autonomy regarding hospitality online learning. Another of Peerless Hotels core values: Aspirational– have high aspirations...Innovate big and experiment meet encouragingly with Typsy' vision. Please refer to slide 10 for an overview of the features being added to Typsy in 2025 (Typsy welcome the opportunity to present these in more detail at our next meeting/convenience, particularly ReviewLearn– see note below)

Typsy will release ReviewLearn in Q1 2025. ReviewLearn AI technology by Typsy reads online reviews via an algorithm, it identifies a training topic based on the negative review and matches and recommends a training topic to the skill gap. The aim of ReviewLearn is to provide managers with strong data and insights to make data driven decisions around the training they are assigning, based on recent, real-life customer experiences. Reducing negative reviews can have a significant positive impact on a businesses bottom line.

Typsy is excited to build on its partnership with Peerless and Kaizen Hotels through a great online learning solution, that is ever growing with enhanced features and current content needs to have an impact on upskilling employees, addressing training needs and improving guest experiences.

Thank you,

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Our core belief

Every experience counts.

At Typsy, we believe that every experience counts and that great service is powered by the skills, confidence, and passion of its people.

That's why we created Typsy, a platform that delivers our own high-quality skills content, community, and tools to help professionals and organizations stand out and flourish.

Image courtesy of:





Image courtesy of:

sunlife

What we do

Typsy is a platform for growing hospitality skills and expertise.

Closed captions and app navigation available in many languages.

All content in our library is spoken in English and we offer closed captions in more than 33 languages.

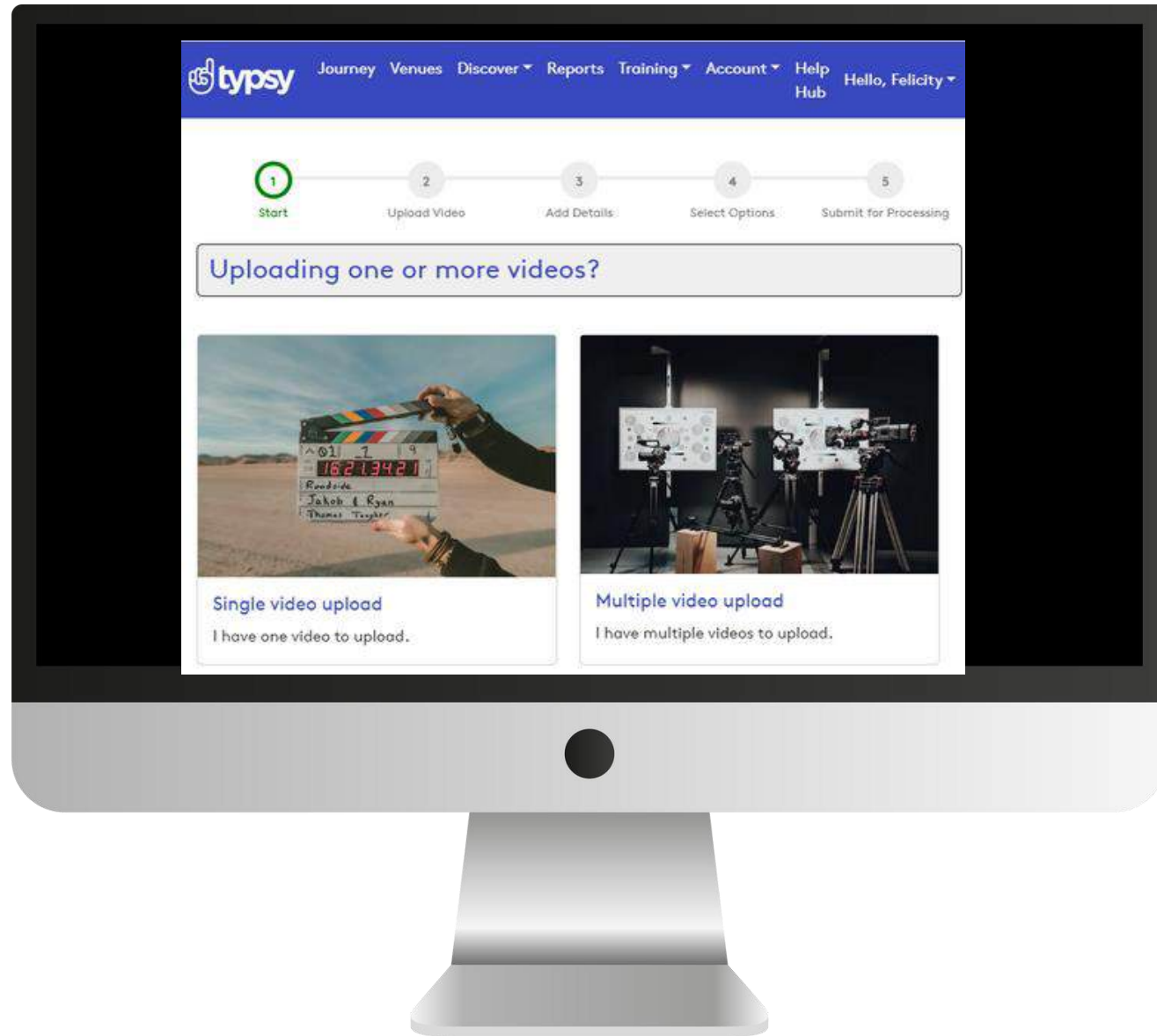
French audio dubbing is also available on a number of courses. Indonesian and Spanish have been released plus more audio dubbing options coming soon.

 English, Indonesian, Spanish, French



Typsy has the world's largest and fastest growing library of expert-led hospitality video courses.

Custom content



Power your training by adding your own content with ease into the Typsy platform.

Popular custom content topics:



Onboarding



SOPs



Upselling



Health and safety



Dress standards



Venue management



Brand and culture



Daily routine

Options:

1



Do it yourself - we run webinars and provide guides to support best practice - [see more information here.](#)

2

Request more info about Typsy Studios custom content support to see how we can develop content for you.



Image from Typsy mentor session:
The passionate CEO of
Green Heart Foods.

Key features

A learning experience platform, built for hospitality.



Mobile app



Closed captions
in 20+ languages



Self-directed
learning pathway



Recognised badges



Upload your own
custom content



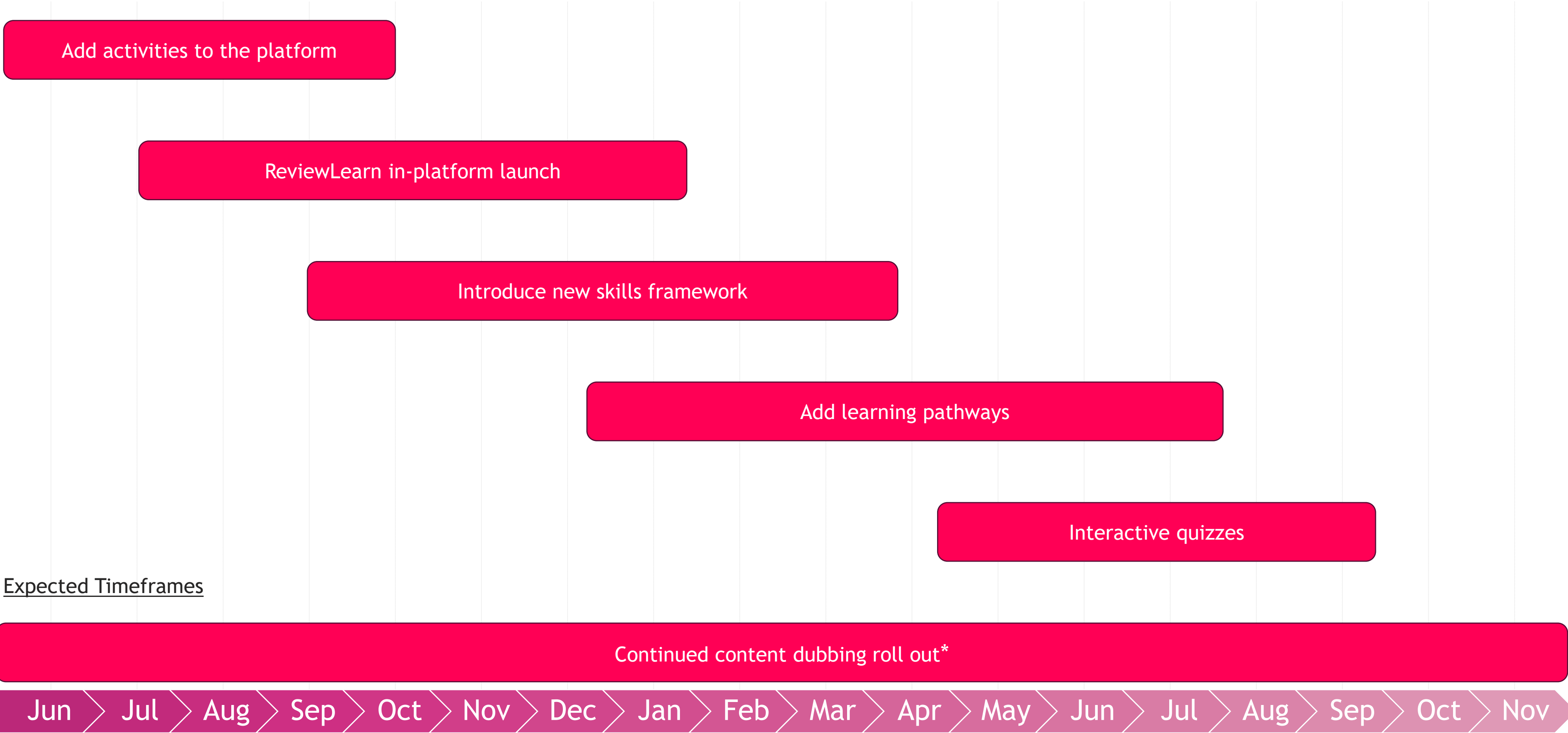
Dashboards, leaderboards,
live reports

Training provider to the global hospitality industry



[Read Typsy customer stories here:
https://www.typsy.com/case-studies](https://www.typsy.com/case-studies)

Typsy roadmap overview



Expected Timeframes

2024

2025

*Continuous release of dubbed content throughout the year

Thank you

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