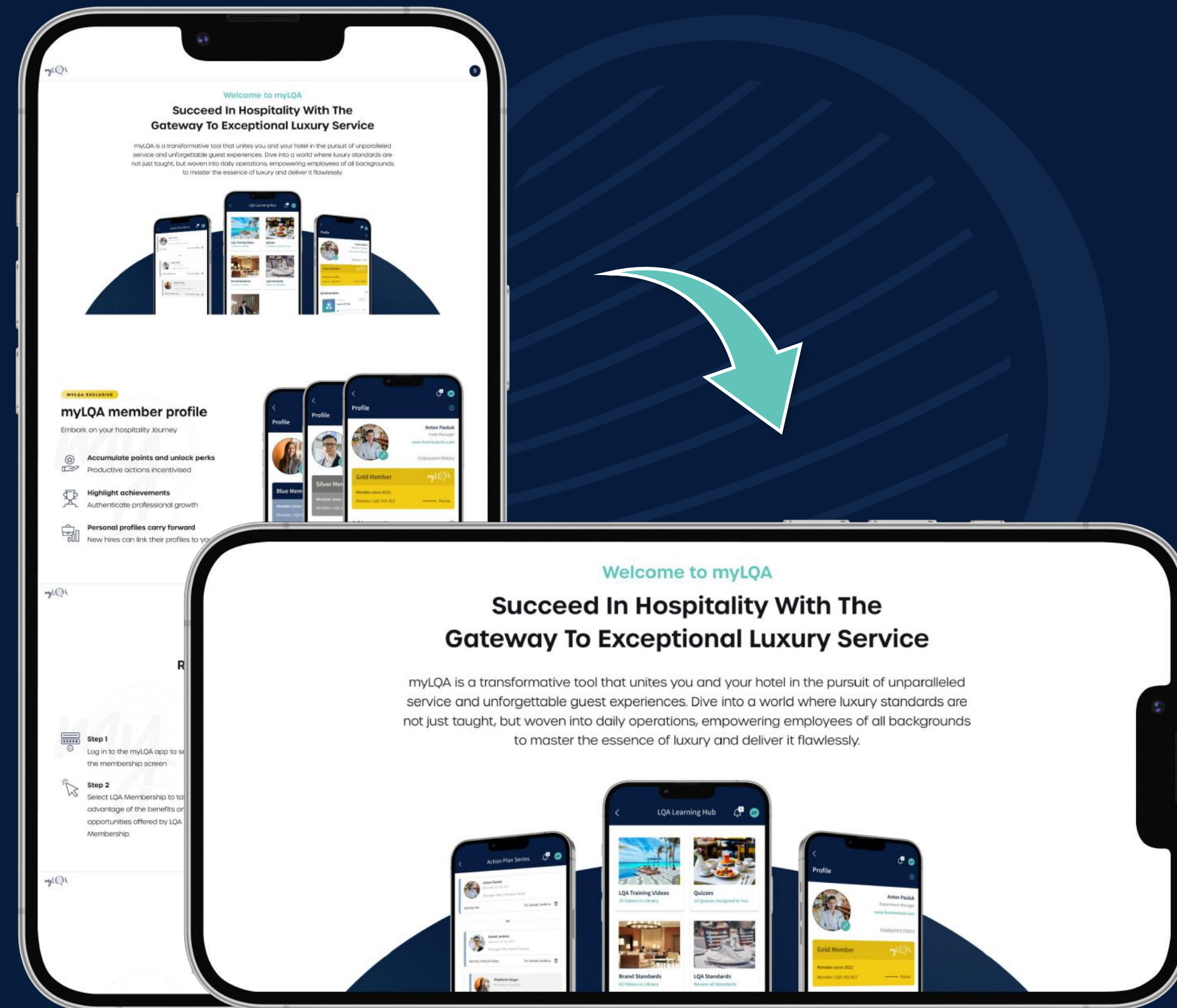




Team Member Quickstart Guide

Getting The Most From myLQA

If Reading On Mobile, This Guide Is Best Viewed In Landscape



Team Member Quick Start Guide

What You'll Get From This Guide

This short guide is intended to introduce you to the core features of the app most relevant to you as a team member.

This is not a manual or an overview of the full capabilities of the app. Additional videos and documents are available to cover the full range of myLQA features.

1

A top level look at the key features most relevant to helping you succeed

2

Basic actions to take to get familiar with the core features you'll use most

3

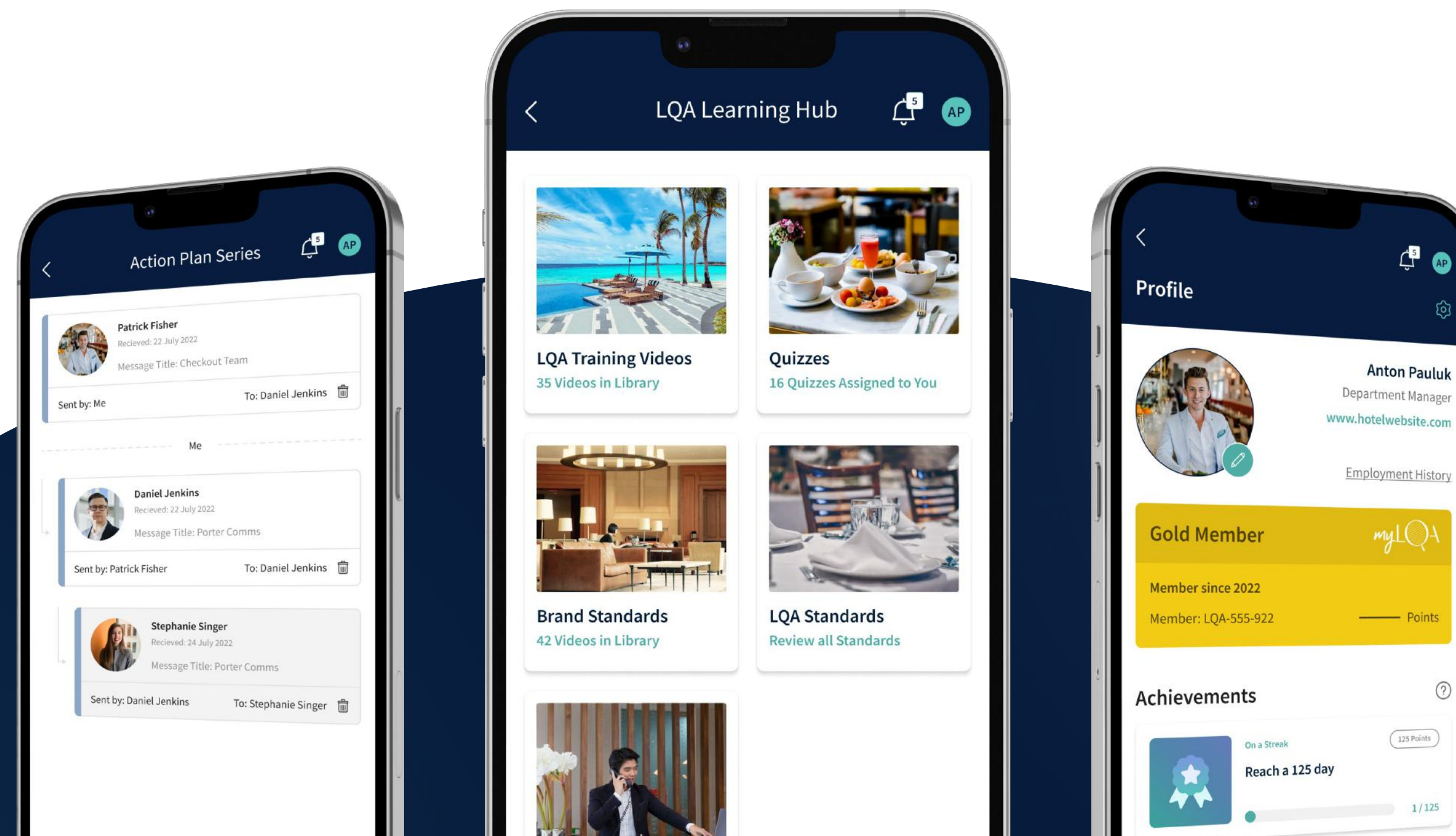
A sense of orientation to the LQA mobile experience

The logo for myLQA, featuring the text 'myLQA' in a white, handwritten-style font. The letter 'Q' is stylized with a circular pattern of diagonal lines inside it. The logo is positioned on the right side of the image, overlaid on a dark blue background that resembles a smartphone screen.

Welcome to myLQA

Succeed In Hospitality With The Gateway To Exceptional Luxury Service

myLQA is a transformative tool that unites you and your hotel in the pursuit of unparalleled service and unforgettable guest experiences. Dive into a world where luxury standards are not just taught, but woven into daily operations, empowering employees of all backgrounds to master the essence of luxury and deliver it flawlessly.






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MYLQA EXCLUSIVE

myLQA member profile

Embark on a rewarding journey with myLQA, and transform every milestone in your hospitality career into tangible achievements of professional growth.



Accumulate points and unlock perks

Productive actions incentivised



Highlight achievements

Authenticate professional growth



Personal profiles carry forward

New hires can link their profiles to your hotel



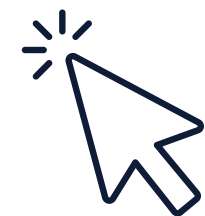
Register Your Membership

Your growth. Verified everywhere you go.



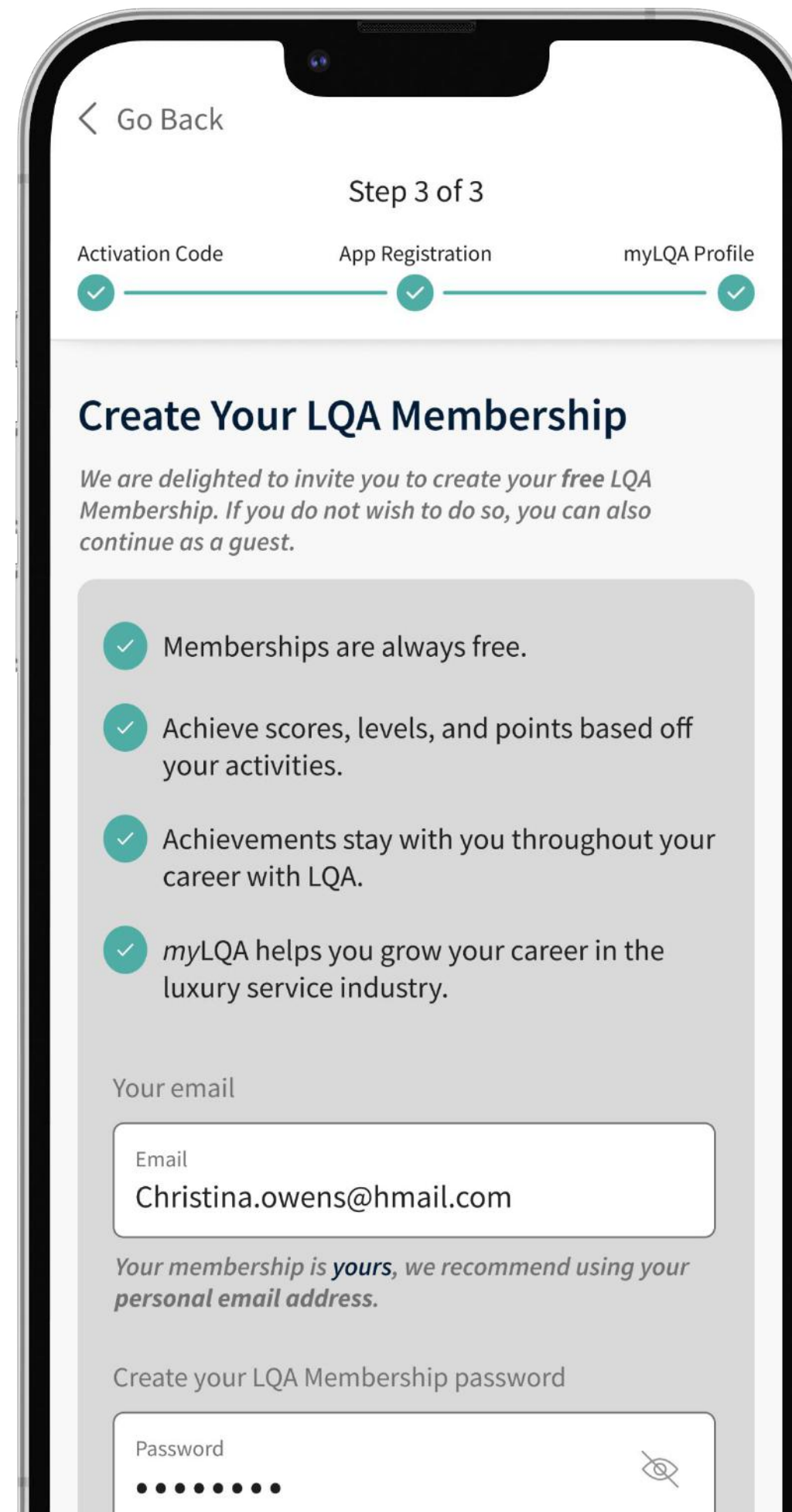
Step 1

Begin the registration process and get to step 3.



Step 2

Select LQA Membership to take advantage of the benefits and opportunities offered by LQA Membership.



Expert Insight

Elevate your career in luxury hospitality as an LQA Member. Unlock a range of benefits designed to propel your professional journey and unleash your true potential!

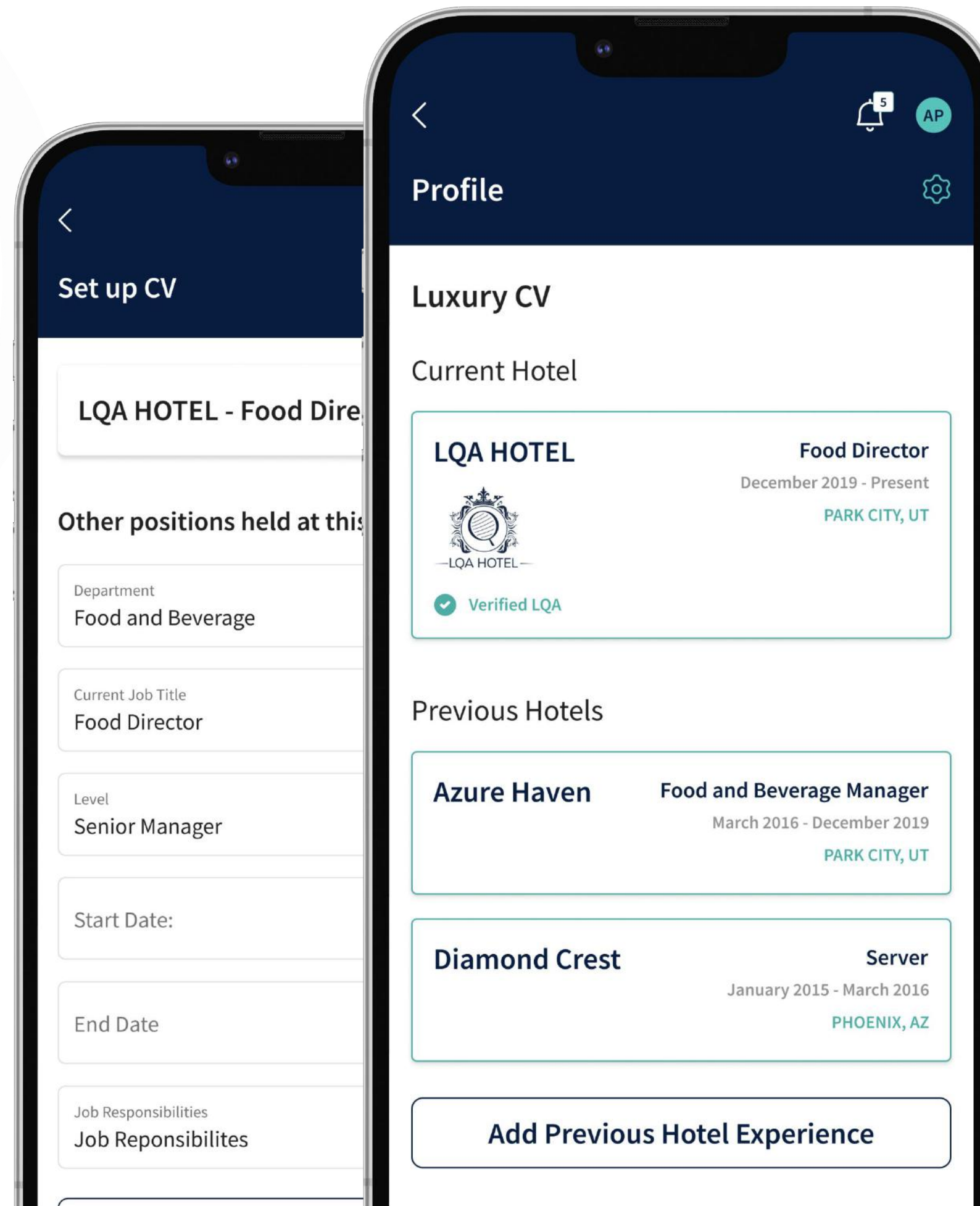
Build Your Profile

Showcase your journey one step at a time



Step 1

Follow the steps to enter your previous experience and fill in your personal profile.



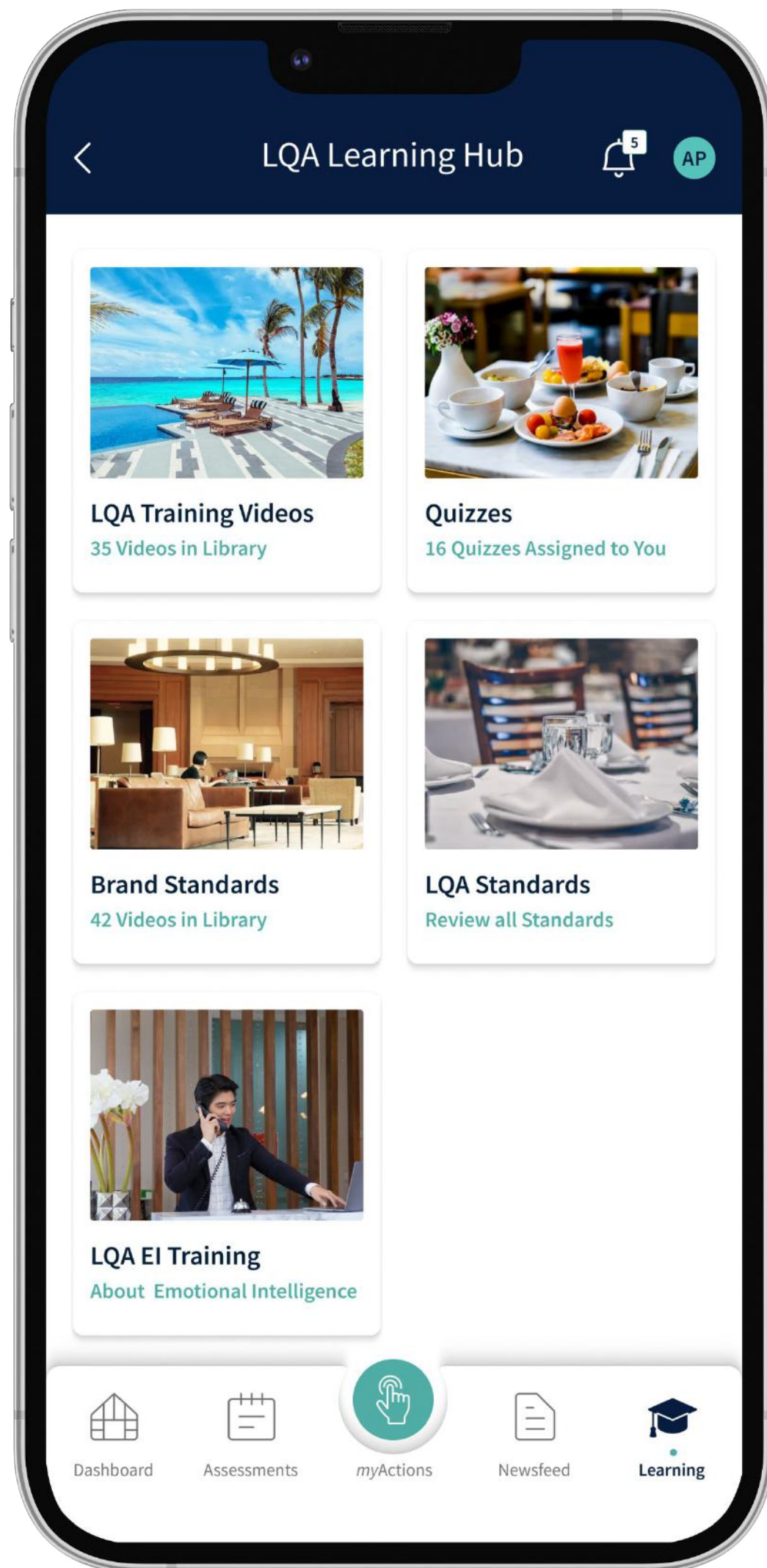
Expert Insight

Gain a competitive edge by having all current & future experience at LQA registered hotels marked as 'verified,' amplifying your professional reputation & opening doors to new opportunities.









Do you have additional questions?

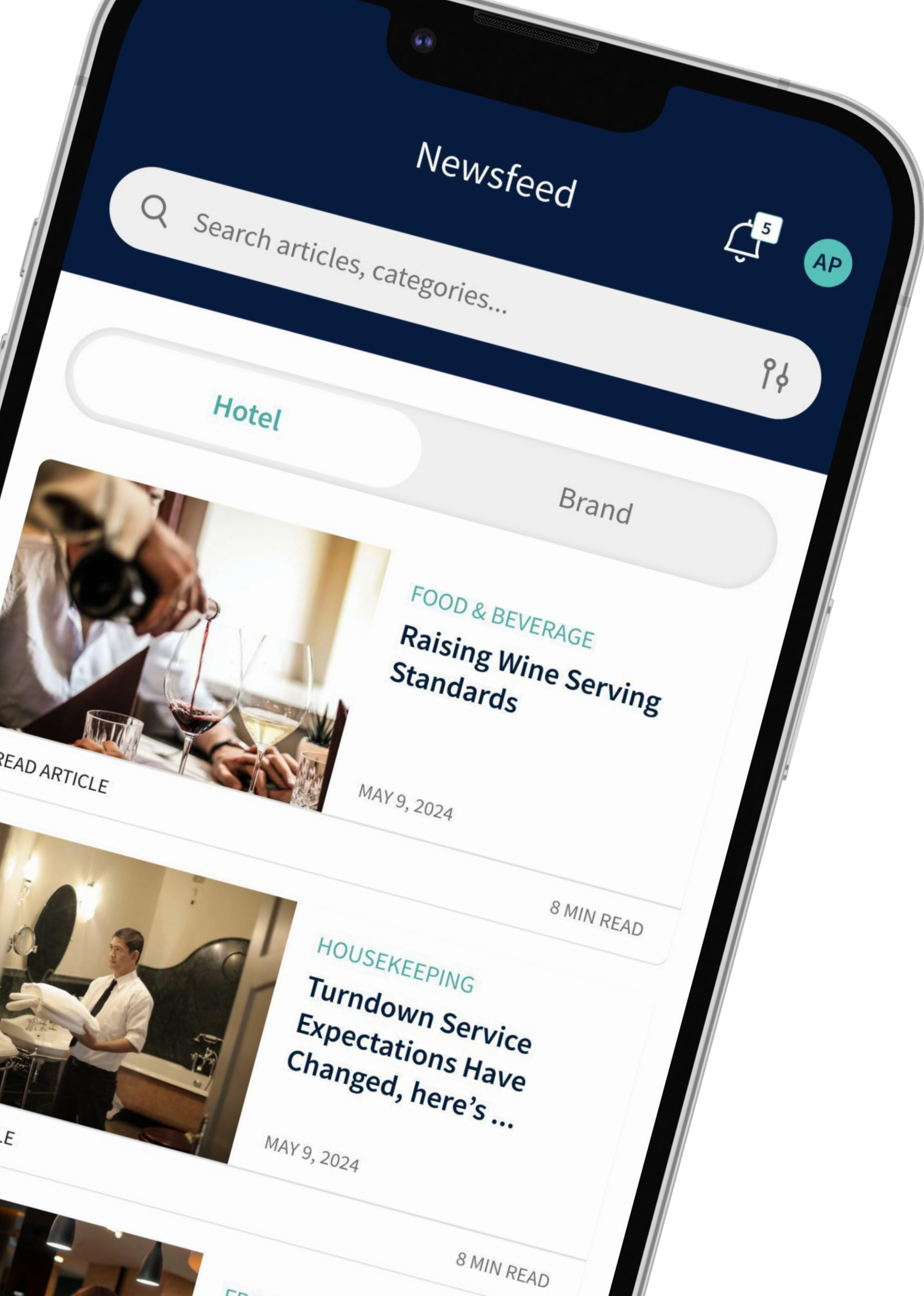
Speak to your Hotel's LQA champion today for guidance and support



Browse The Learning Hub

Utilise a robust training library for in-depth on-the-go education

 <p>LQA Training Videos 35 Videos in Library</p>	 <p>Quizzes 16 Quizzes Assigned to You</p>	 <p>Brand Standards 42 Videos in Library</p>
<p>Training on-the-go</p>	<p>Create memorable moments</p>	<p>Challenge yourself with exciting quizzes</p>
 <p>LQA Standards Review all Standards</p>	 <p>LQA EI Training About Emotional Intelligence</p>	 <p>Games Learn and Play</p>
<p>Master LQA standards</p>	<p>Embrace your hotel's brand standards</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Coming soon</p>



MYLQA EXCLUSIVE

The newsfeed

Foster a culture of excellence and alignment through hotel and brand level newsfeeds.



Put luxury standards front of mind

Emphasise their importance with regular news and updates



Positively reinforce service excellence

Promote and showcase star employees who demonstrate service excellence



Create an authoritative source for alignment

Lead from the front and champion the guest experience continually to foster the culture

OPTIMISED

Assessments

Connect your work to outcomes. Privacy compliant Assessment reports now accessible at the hotel, division or department level.



Identify areas of trouble and strength

Get a birds eye view of division & department performance.



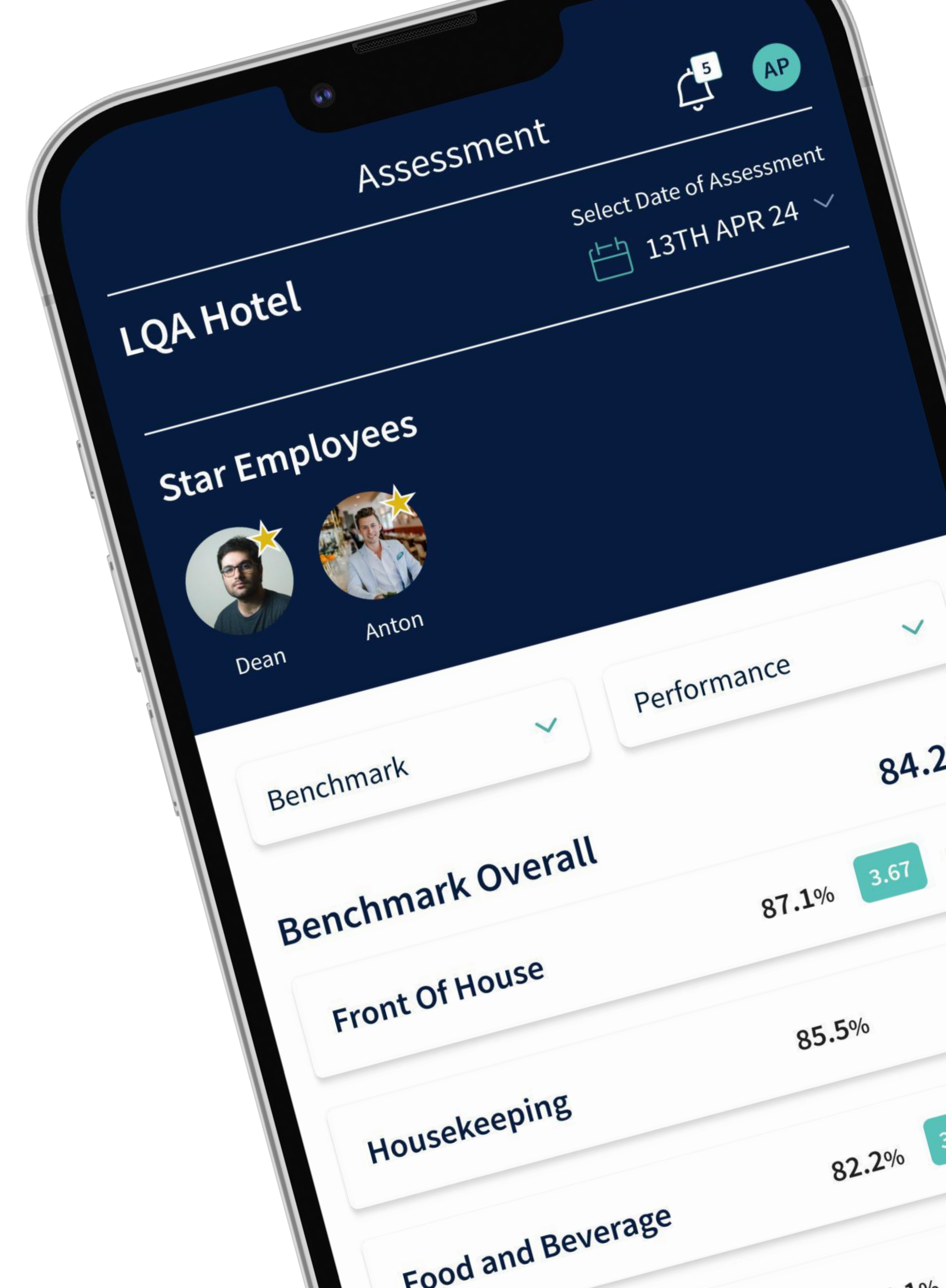
Understand the specific points that drove your score

Comprehensive insights from division down to specific standards



Make the changes that will make the difference

Create an action plan or self assessment directly from your report





Do you have additional questions?

Speak to your Hotel's LQA champion today for guidance and support