SAVOIRÊTRE

RESILIENCE • INNOVATION • EXCELLENCE



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ABOUT US

WHO WE ARE

A Standard of Excellence.

Born from a deep passion for hospitality and shaped by diverse international experiences, we bring a distinct perspective.

Our story is rooted in the halls of the world-renowned École Hôtelière de Lausanne (EHL), where we learned that true excellence isn't simply achieved, it is lived, refined, and continuously pursued. This mindset of discipline and constant evolution defines how we approach every project.

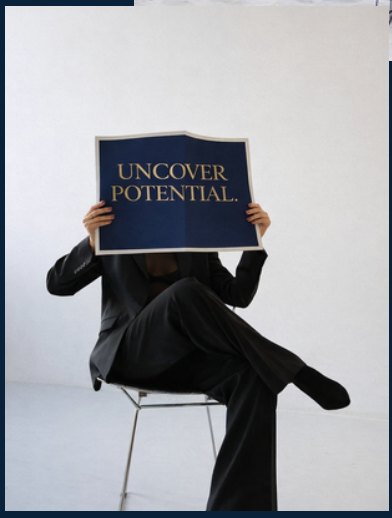
We believe that success belongs to those who never settle, those who consistently challenge their standards and push beyond conventional limits. At Savoir-Être, we support businesses not only in meeting these demands, but in outperforming them.

The greatest growth often emerges amidst adversity. This is where Savoir-Être operates best, transforming obstacles into structured opportunities for long-term performance.

We craft tailored strategies that help every business reach its full potential.

At Savoir-Être, we don't just elevate companies, we help them grow and thrive.





True excellence isn't just about reaching success; it's about continually evolving, embracing challenges, and transforming potential into sustained growth. At Savoir-Être, we see every challenge as a chance to raise the bar in hospitality. Continuous improvement is the key to not only becoming the best but staying there, ensuring that businesses remain leaders in an ever-evolving world.

OUR FOUNDATION

At Savoir-Être, our foundation combines world-class hospitality education with practical, real-world exposure.

Our background is rooted in the **École Hôtelière de Lausanne (EHL)**, consistently ranked **#1** in the QS World University Rankings for hospitality and leisure management, where we developed a comprehensive understanding of hospitality business management across operations, service, finance, and guest experience.

This foundation is further strengthened by a Master's Degree at **HSLU** and complemented by certifications including **Harvard Business School** Online and **CHIA** in hotel industry analytics.

What defines this foundation is not only academic rigor, but its direct application. Through hands-on projects and professional experience, we have translated the principles of excellence, efficiency, and innovation into real business contexts.

This combination of structured training and operational exposure enables us to approach hospitality businesses with both strategic clarity and practical understanding.

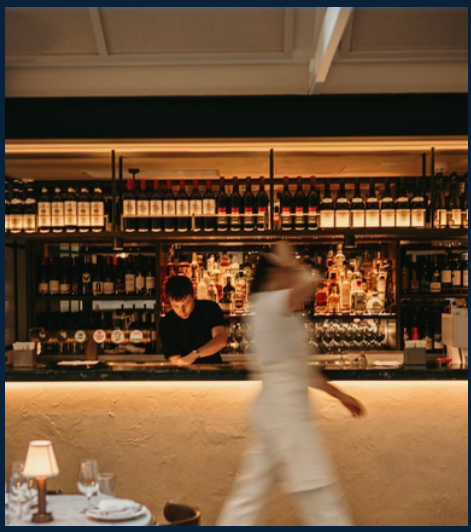
EXPERIENCE

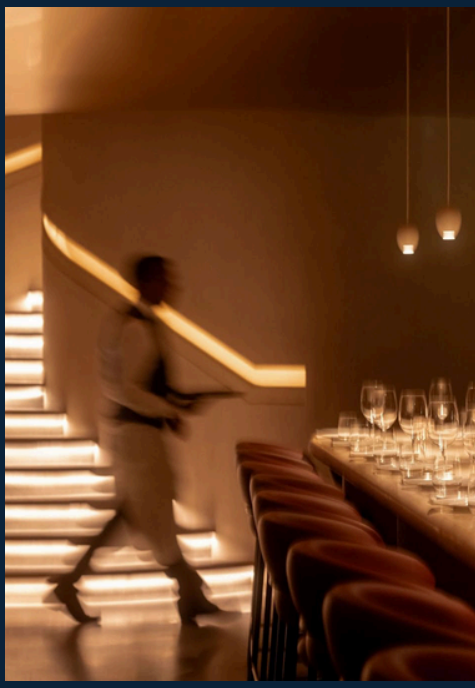
Our experience spans a range of service-driven environments across the hospitality industry, including luxury hotels, event management, food and beverage, healthcare, and concierge services.

Working across these sectors has given us direct exposure to the operational realities that shape performance, from guest experience and service standards to team dynamics, efficiency, and day-to-day execution.

This cross-functional perspective allows us to understand how hospitality businesses operate as complete systems, where every touchpoint, process, and decision contributes to the overall experience and commercial outcome.

At Savoir-Être, we draw on this breadth of experience to identify opportunities, address inefficiencies, and support businesses in building stronger, more refined, and more resilient operations.





OUR MISSION & VISION

OUR MISSION & VISION

RESILIENCE • INNOVATION • EXCELLENCE

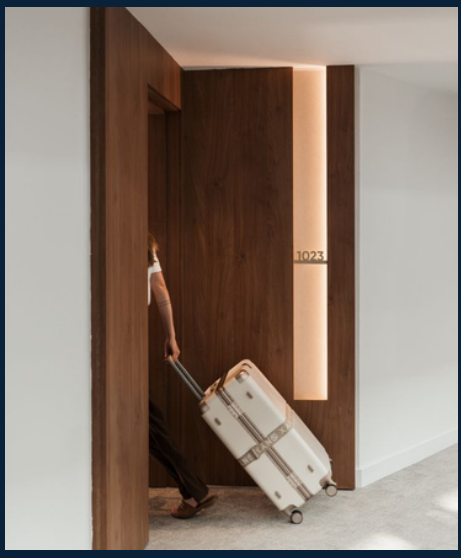
Savoir-Être is a hospitality consulting company focused on unlocking the full potential of hospitality businesses by combining operational expertise, structured thinking, and a deep understanding of service-driven environments.

We work with businesses at different stages of development, from refining existing operations to supporting periods of transition, complexity, or turnaround. Our approach is grounded in identifying what limits performance, addressing inefficiencies, and creating the structure needed for sustainable growth.

Our mission is to build clarity, consistency, and resilience within hospitality businesses, ensuring they are not only able to perform in the present, but adapt and evolve over time. Through a hands-on and tailored approach, we implement solutions that strengthen operations, elevate guest experience, and improve overall business performance.

At Savoir-Être, we position ourselves as a long-term partner, supporting businesses in building operations that are structured, scalable, and capable of maintaining high standards in an increasingly demanding industry.

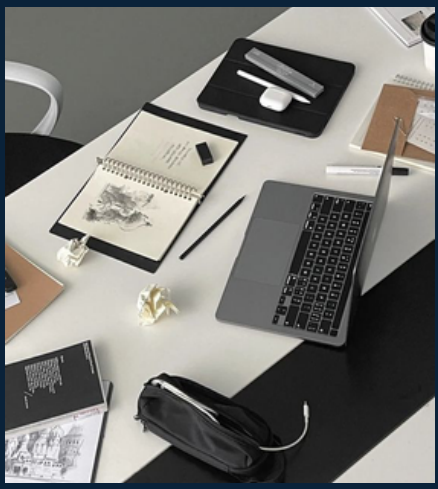




OUR SERVICES

OUR SERVICES

At Savoir-Être, we work closely with each business to understand how it operates in practice, not just in theory. Our approach is hands-on and focused on identifying what limits performance, where inefficiencies exist, and how operations can be strengthened.



We support businesses across strategy, operations, and execution, with a focus on improving structure, elevating guest experience, and driving measurable performance.

We craft tailored solutions that strengthen operations, ensuring your business performs effectively today while building a more sustainable foundation for long-term growth.



Our work ranges from targeted operational improvements to full-scale transformation and turnaround, depending on the needs and stage of each business.

The following page provides an overview of the strategic solutions we offer to support your long-term growth.

OUR EXPERTISE

Comprehensive 360° Business Review

We conduct a full-scale review of your operations, from front-of-house service to back-of-house efficiency. This allows us to identify structural gaps, operational inefficiencies, and areas limiting performance, providing clear, actionable recommendations across all departments.



Guest Experience Enhancement

Guest experience is central to performance in hospitality. We refine customer touch-points, service standards, and overall journey design to improve satisfaction, strengthen brand perception, and drive repeat business.



Staff Training and Development

We design and implement targeted training programs to improve team performance, align service standards, and strengthen internal culture. The focus is on building consistency, accountability, and a higher level of execution across all teams.



Marketing and Brand Strategy

We position your business with clarity and precision through structured branding and marketing strategies. This includes defining your positioning, refining your messaging, and aligning your brand with the expectations of your target market.





Design and Concept Development

We support both the refinement of existing spaces and the development of new concepts. The focus is on creating environments that are operationally efficient, commercially viable, and aligned with your brand positioning.



Financial and Market Analysis

We provide structured financial analysis and market insights to support informed decision-making. This includes pricing strategies, revenue optimization, and identifying opportunities for sustainable growth and expansion.



Turnaround and Growth Strategy

For businesses facing operational or financial challenges, we implement structured turnaround strategies. This involves identifying root causes, stabilizing operations, and rebuilding performance through clear, measurable actions.



Sustainability and Efficiency Optimization

We integrate sustainability into operational strategy, focusing on efficiency, cost control, and long-term viability. This includes resource optimization, process improvement, and aligning operations with evolving industry standards.

CLIENT IMPACT

CLIENT IMPACT

FASHION & LIFESTYLE

Repositioning a brand for profitable growth

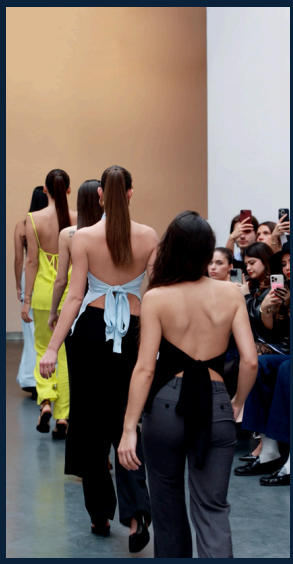
A service led consumer brand facing stalled growth.

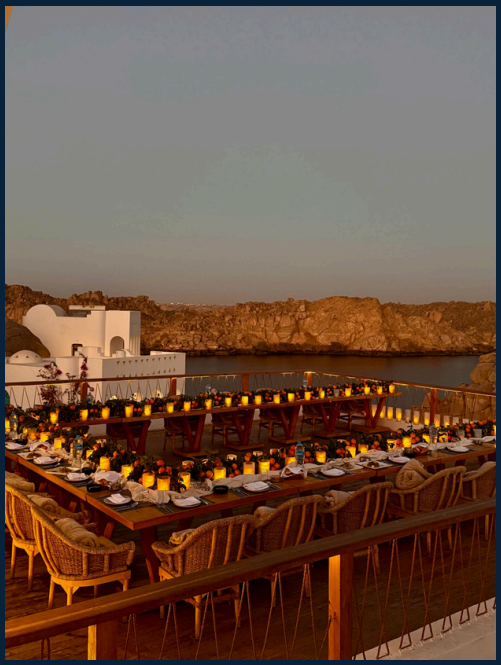
Through customer, performance, and market analysis, we identified an unclear market position as the core constraint. We repositioned the brand around a clearer lifestyle identity, redefined its customer segments, and rebuilt its pricing approach around precise market benchmarking. Alongside new partnerships to support international expansion, these initiatives delivered:

+76% operating profit within six months













EVENTS & EXPERIENCES

Structuring a business to scale

A founder led service business of 150 people, built over three decades, preparing for international growth.

Through close observation and conversations across the organization, we found that what appeared to be operational issues reflected deeper structural gaps: unclear roles driving breakdowns in coordination and accountability. We designed and implemented an organizational framework across 17 key positions, defining responsibilities, decision ownership, and performance systems, and led the change management to ensure it was adopted. The result was a 7% reduction in staff turnover within six months, stronger alignment, and a new operating model that opened three major international opportunities.

Several engagements are conducted under strict confidentiality and cannot be disclosed.

OUR APPROACH

OUR APPROACH

At Savoir-Être, we look beyond individual functions to understand your business as a whole. Drawing on broad experience across the hospitality industry, we see how every part of your operation connects, and how a change in one area shapes the rest. This complete perspective allows us to strengthen performance across every part of your business.

1 **Insight Driven Operational Review**
We begin with a comprehensive on site review of your operations, assessing service delivery, team dynamics, and operational flow. This allows us to identify inefficiencies, gaps in execution, and areas of untapped potential.

2 **Strategy and Solution Design**
Based on these insights, we define clear, targeted strategies aligned with your business objectives. The focus is on creating practical, actionable solutions that improve performance and support sustainable growth.

3 **Implementation and Performance Improvement**
We work alongside your team to implement changes, refine processes, and elevate execution. This phase ensures that strategy is translated into tangible, measurable results.

4 **Continuous Support and Lasting Alignment**
Our involvement extends beyond implementation, with ongoing support, adjustments, and follow up to ensure that improvements are sustained and adapted over time.

CLIENT JOURNEY WITH SAVOIR-ÊTRE

YOUR JOURNEY WITH SAVOIR-ÊTRE

Working with Savoir-Être is a clear and structured process, designed around your business at every stage. From the first conversation to lasting results, each step is built to strengthen your operations and support your long term success.

Initial Conversation
We begin by understanding your business, your challenges, and your ambitions. This first stage allows us to build a clear and shared picture of where you are and where you want to go, before any commitment is made.

Defining the Scope
Together, we establish the objectives, priorities, and focus of the engagement, so the work ahead is clear, aligned with your goals, and shaped around your business.

Uncovering Opportunity
We work closely from within your business, alongside your team, to understand how it truly operates. This proximity allows us to see the complete picture and identify where your greatest opportunities lie.

Implementation
We translate strategy into action alongside your team, ensuring that improvements are adopted effectively and embedded within your daily operations.

Lasting Impact
Every engagement is designed to leave a lasting result, with your team confident and fully equipped to sustain the progress achieved. We remain available thereafter as a trusted point of support.

INDUSTRIES WE SERVE

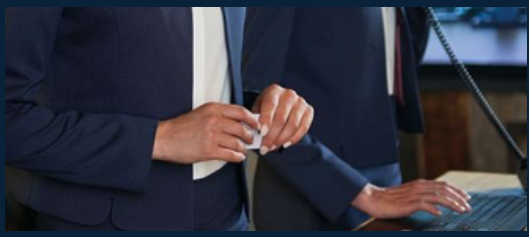
THE INDUSTRIES WE SERVE

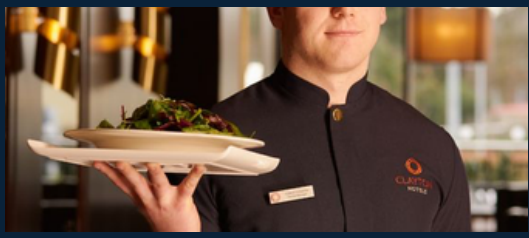
Service is the consistent execution of what is expected. Hospitality is what distinguishes it: the connection established, the experience created, the impression that endures. Service satisfies. Hospitality is what earns loyalty.

Strategies can be studied and processes replicated. The way a business makes people feel cannot. That is why hospitality, in any industry, is the most durable advantage a business has, and the hardest to build.

Our work extends across service driven and experience led businesses, where connection, execution, and performance are closely linked.











Core Industries

- Hotels & Resorts
- Boutique Hospitality & Private Estates
- Food & Beverage Concepts
- Events & Experience Companies
- Concierge & Service-Based Businesses
- Lifestyle & Consumer Brands
- Healthcare & Patient Experience

Our Approach Across Industries

While each sector presents its own challenges, our focus remains consistent: strengthening operations, refining positioning, and improving overall performance and experience delivery.

CONTACT US



info@savoiretre.ch

www.savoiretre.ch

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