

# “Book of Business”



TALARIA

## Talaria Resort SPA

<http://www.talaria.pl/>

## Content

- I. Book of Business – About the Book of Business and how to use it.
- II. Talaria Resort SPA – history.
- III. Talaria resort SPA – Philosophy
- IV . Training and edutainment.

*Making Memories. How do we working here – what is the most important?*

1. Reception – make our guests happy and wonderful.
2. Drink bar – support every time.
3. Breakfast preparation & rap up.
4. You are the most important part of staff – how to keep relationships among the Team.
5. Rooms – service “sleep – well”.
6. Zookeeper – working, cleaning, safety rules.
- 7 . Security matters and basic rules for everyone.

## I. Book of Business – About the Book of Business and how to use it.

### *Book of Business for whom this guide?*

Book of Business is a simple and practical tool for use in internal company training. It can become a framework on which new content will be created, developed according to the company's needs. It is an open form, you can design subsequent cards of the guide for your own business, change existing ones, replace them with new ones. Book of business is an individual tool developed for only one recipient and responds to his individual needs. Therefore, they can be used both in large and thriving companies with extensive experience, but also works well in smaller companies, beginners and developing ones.

By designing and using the "Book of Business", the entrepreneur has at his disposal a flexible training tool that he can use to work together, train young people, increase their skills and opportunities on the labor market.

Remember that we learn throughout our lives  
<http://www.talaria.pl/>





## II. Talaria Resort SPA – history.

The history of XIX century palace starts with the Mędrzecki family, the owners of the property since 1508. The park that surrounds this magnificent property was created for them.



<https://mazowieckie.dipp.info.pl/baza-dipp/item/156-gmina-trojanow/181-dwor-trojanow>



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## WHERE THE IDEA FOR THE NAME CAME FROM?

“TALARIA” derives from a Greek term for winged sandals – symbol of god Hermes. Talaras were the symbol of comfort , convenience and lightness during the walk through the paths of life.



[https://www.youtube.com/watch?time\\_continue=7&v=yYLamepAJLs](https://www.youtube.com/watch?time_continue=7&v=yYLamepAJLs)



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### III. Talaria resort SPA – unique place for women.

Talaria Resort & SPA is the only place in Poland created for health and beauty of women. This unique, because we women, with our needs which are dependent on time, surrounding and circumstances, are unique. Our aim for Talaria Resort & Spa was to create something more than a luxurious Wellness & Spa hotel. Right here in Trojanów, we created, the first in Poland, location dedicated for us, women!



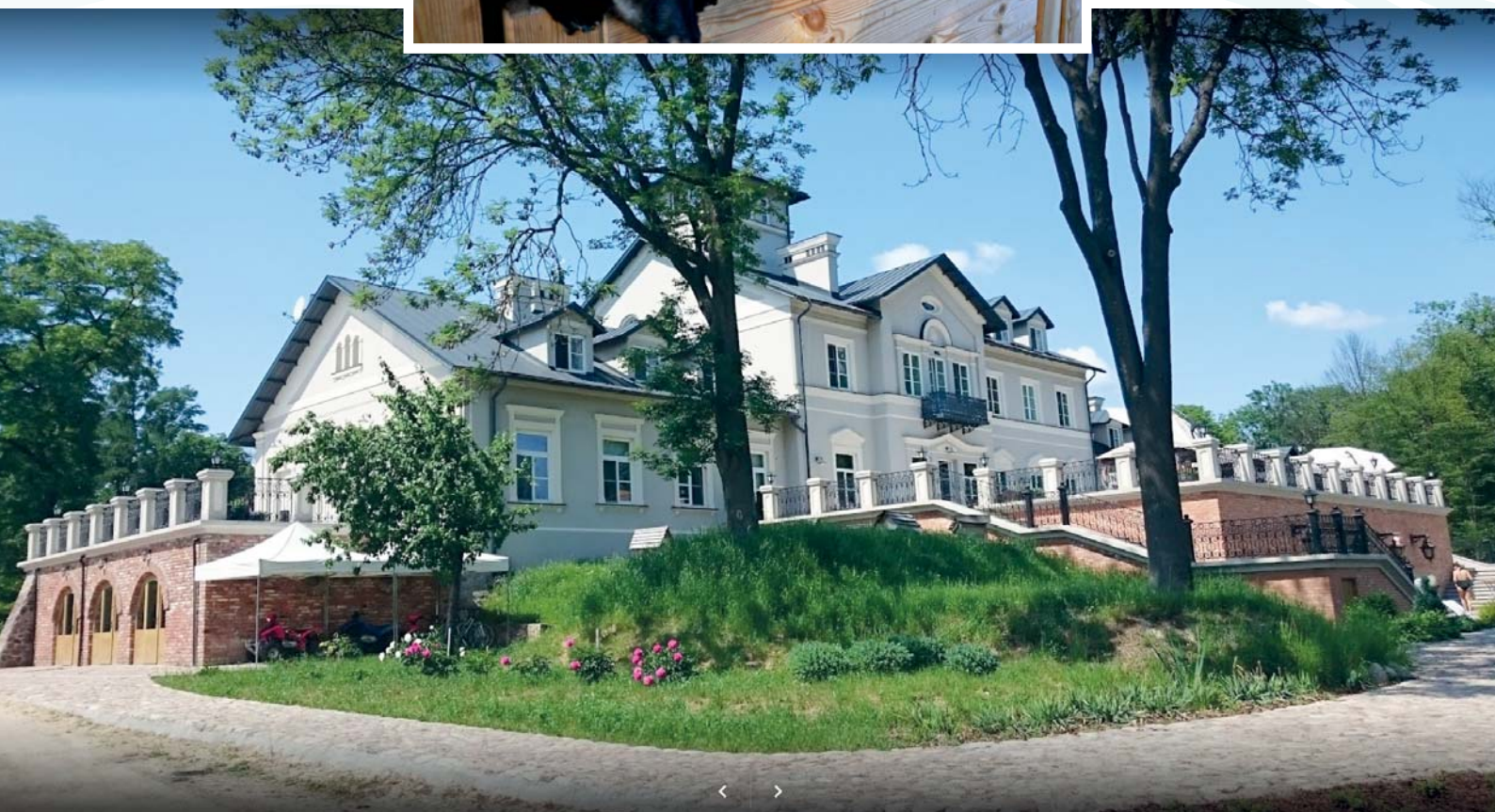
[https://www.youtube.com/watch?time\\_continue=5&v=XESLLC4RnKc](https://www.youtube.com/watch?time_continue=5&v=XESLLC4RnKc)

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Talaria Ladies Spa is located in Trojanów ( Mazowieckie province ) at the national road No. 17 between Warsaw – Lublin – Zamosc (near the state border ). Distance from Garwolin – the county seat – is approx. 30 km, from Warsaw is 93 km (from Chopin Airport 100 km), and from Lublin is 80 km. We can offer 34 unique and comfortable rooms to our guests in the Palace and Park Pavilion, two restaurants and a café, access to the SPA area of 1000 m<sup>2</sup> (swimming pool, jacuzzi, cardio room, sauna world, herbal house, hammam, Russian banya, eight treatment rooms), numerous running and walking paths, grill hut and mini – zoo.





Surrounded by ponds and verdancy the 25 hectares park and palace and new innovational concept based on Spa and wellness received a new life, which was inspired by WOMEN – independent on age and moment of life they are in.



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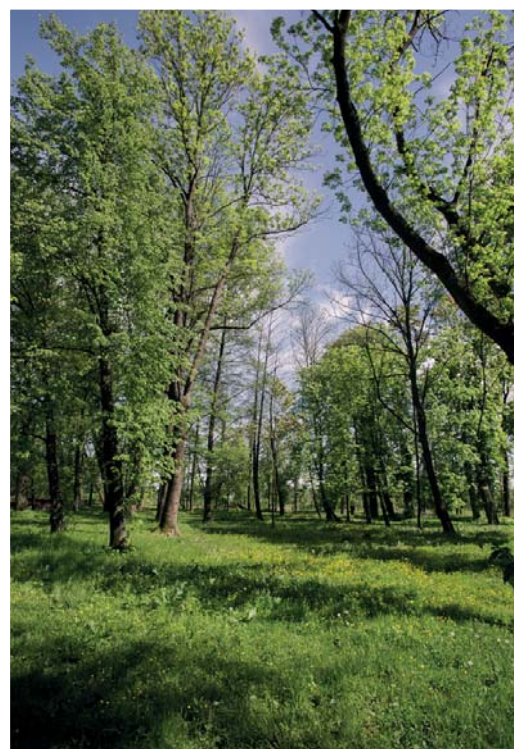


Talaria Resort & Spa is more than a luxurious Wellness & Spa hotel.

When we decided to dedicate Talaria Resort & Spa to women, we created a place unique in every aspect – at the same time it is an oasis and a refuge, where you can hide from the world, charge up your vital batteries, consult specialist, finish one of the books or just simply get lazy.

I think that, just as every one of us, you need a moment of breathing space from everyday responsibilities. We deserve such moments – even longer instants, during which we can take care of our wellness and beauty, learn something new or just gossip with friends.

Or maybe lay on grass and brood, get tired in the fitness, relax during a massage, nourish your skin or get rid of few wrinkles?



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We are sure that whatever you need or want, dear Guests, is it tasting homemade raspberry juice or enjoy Dom Perignon.



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Maybe you need a moment away from responsibilities or looking for a place to hold your business meeting or conference? Talaria is a land of leisure and pleasure, a source of health, fitness and beauty, an oasis of tranquility and activity, inspiration and education – as well as a unique venue for weddings and business meetings!



When you are here you experience peace and quiet – here you can hear the sound of grass, the rustle of leaves, birds singing, talking cricket with pike, and in good weather even your own thoughts.



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## IV. Training and edutainment.

**Principle: we work for Talaria guests to feel wonderful and special.**

Principle: we get to know our place of work.  
The heart of Talaria is solicitously renovated

**XIX century manor** with hotel space, restaurant and SPA.

We can offer **34 unique** and comfortable rooms to our guests.

Their attractiveness is not only comfortable and stylish furniture but also an idea which stood behind from the beginning.

Inspiration for the interior comes from the interests, achievements and profiles of well-known women which resulted in creating unique hotel experience.



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The combination of modernity, renovated furniture and women's gadgets resulted in creation of exceptional rooms perfectly fitted to women's needs (e.g. spacious wardrobes, big mirrors, makeup shelves, exclusive cosmetics).

One of our gems is a luxurious apartment with airy living room, kitchen and two bedrooms, each with separate bathroom. From the **Tower of Dreams** you can view the whole surrounding area.





In **Park Pavilion** we prepared 16 rooms and stylish **fireplace room**.



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In the restaurant area we want to invite you to two restaurants – **Sophe** and **Sussane**, bar **Catherine**, tea room **Essencia**, library **Carpe Diem** and adjacent **Orangery**, which functions as an event and conference room for 200 people.





With great pleasure i would like to present to You **My Spa Zone** which includes three areas:

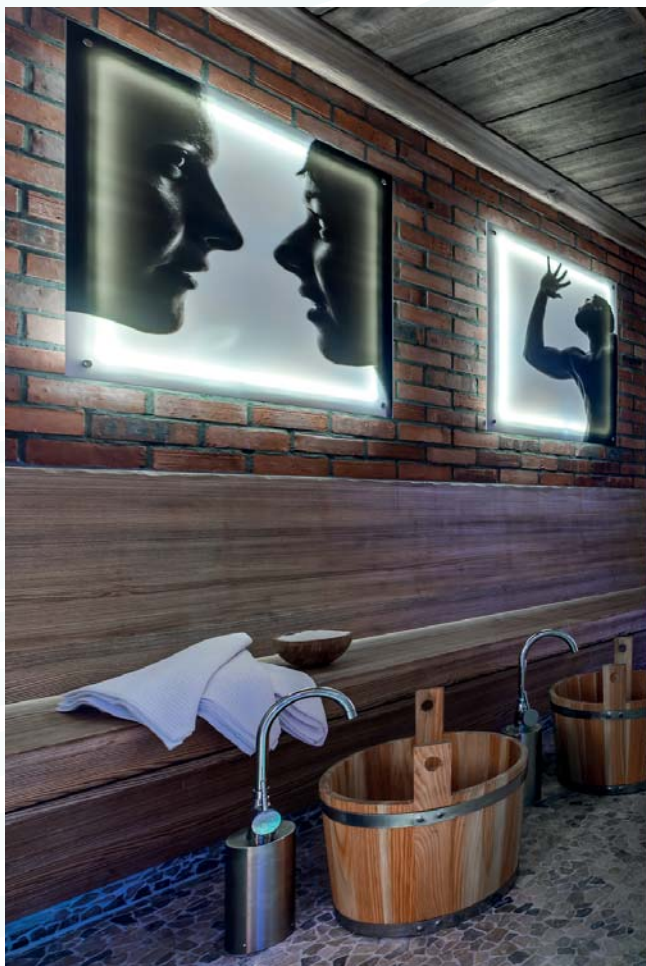
**Wellness Area** including pool (with countercurrents and underwater music, the pool is 11 m long, 4 m wide and 1,30 m deep), Jacuzzi (2,5 m x 6 m), relax zone with the view on the garden and a fountain, hammam (with steam sauna, salt peeling, purifying and relaxation area), sauna set (senses area with stone sauna, cooling senses path, infrared sauna and Kneipp bowls), herbal house (aromatic resting area, great inhalation and relax for the spine together with hay steam treatment – 40 degrees).



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**Spa zone** with eight parlors for beauty and face and body condition. Among them: Soft Pack (body wraps in the tub in which you float on the water), Quarz (massage bed on warm sand), hammam zone.

**Active zone:** cardio room, Russian banya and keep-fit diagnostics room.



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Additionally on our 25 hectares palace and park complex we offer you: three ponds, Rybaczówka – festive place with bread furnace and a bonfire, summer arbor – place near the pond, perfect for private concert, morning fitness or elegant massage space on the outside. Moreover we also have 5 km of running trail of Nordic walking.









## Reception – smile and kindness.

You are the first person that our Guest meets, therefore:

- ☉ Always get up at the guest's view.
- ☉ Smile, show kindness.
- ☉ Give all the necessary information to the guest.
- ☉ In the presence of the Guest, pay respect to other staff members.





## Drink bar – the art of serving drinks.

- ⦿ Remember that any type of drink should be served in a glass or glass designed specifically for this.
- ⦿ The glass must reflect the nature of the beverage served in it.
- ⦿ Eg. Whiskey with ice should be served in a low glass.
- ⦿ Diluted alcohols are served in tall glasses that will hold all the ingredients.
- ⦿ A wide and flat glass is intended for serving Margaritas.





## Breakfast – covering and preparing the table.

- ☉ Every day in Talaria is unique – let the divine breakfast start every day spent here.
- ☉ Breakfast on the terrace.



video



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You are an important link in the team ...

How do we keep a good relationship?

Mutual help – it works !!!



As you can see – they write you!!!

SMILE – PROFESSIONALISM – CORDIALITY

We bring good habits from home to work,  
'but!!!' we leave problems...



..., just remember that the private phone  
he is not your friend at work.





## Good sleep service

video



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## Zookeeper – work in the "Mini – ZOO" – cleaning, care of animals, safety.

- ⊙ Animals do not know the principles of health and safety, they still have inborn instincts.
- ⊙ Try not to make unnecessary noise near the animals, do not do anything that could scare them or scare them away.
- ⊙ You are the guest at the animal house, respect their hospitality.
- ⊙ If others in your environment endanger your safety, other people or animals, make sure they stop it.
- ⊙ Always analyze the work you intend to do.
- ⊙ Familiarize yourself with the ZOO Regulations (read it with understanding, if in doubt, ask your supervisor).





## Work safety

We also care about your safety. Remember:

- ⦿ Zapoznaj się uważnie z dokumentami związanymi z bezpieczną pracą na Twoim stanowisku – instrukcjami BHP, ocenami ryzyka zawodowego, dokumentacją maszyn, urządzeń i środków chemicznych. Nie lekceważ ich.
- ⦿ Zapoznaj się z wszystkimi znakami, które znajdują się w twoim otoczeniu, stosuj się do nich.
- ⦿ Jeśli będzie miało miejsce zdarzenie niebezpieczne – zawsze poinformuj o nim przełożonego!

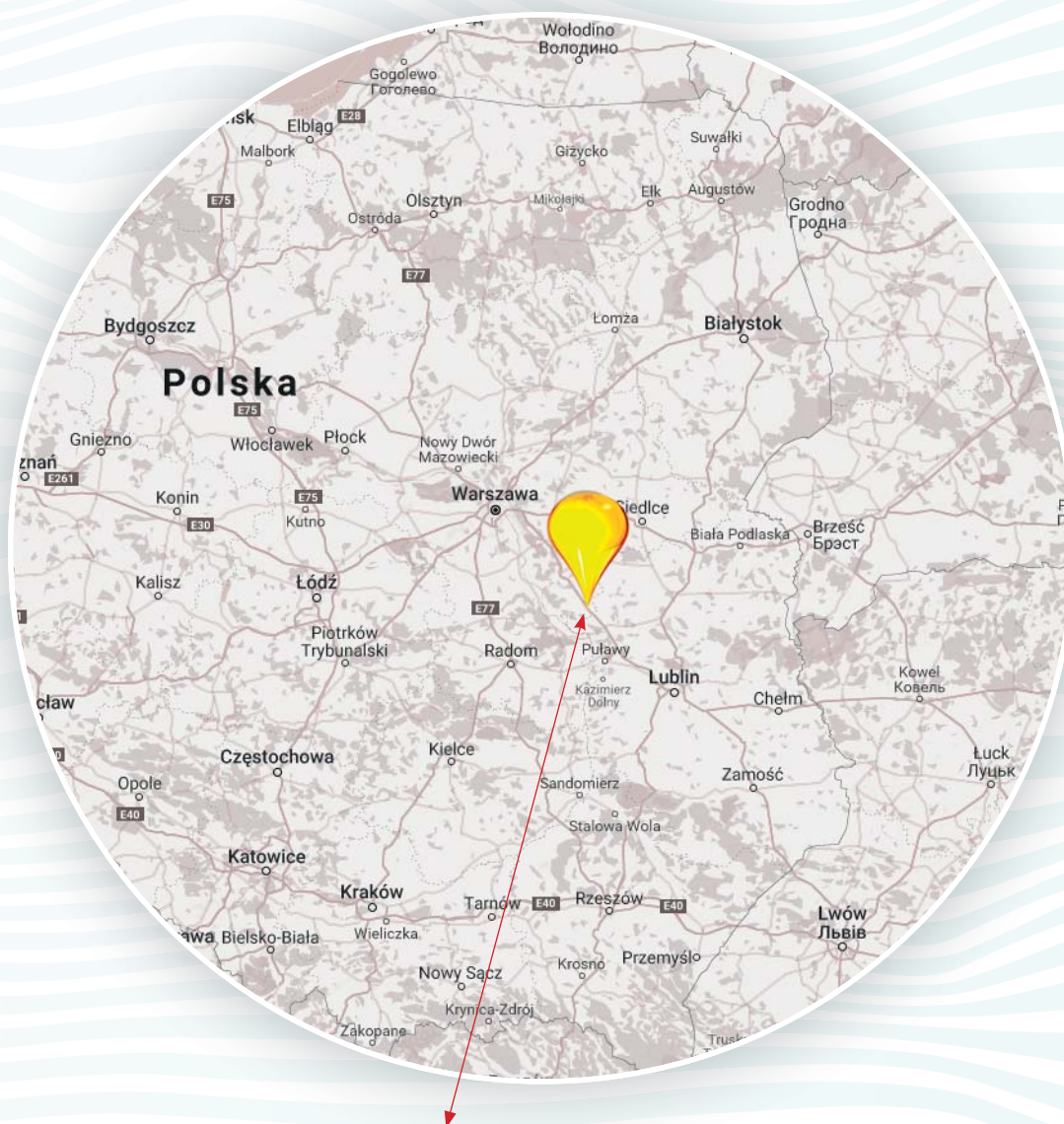




## Location:

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(near the state border).

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and from Lublin is 78 km.



## TALARIA RESORT & SPA

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