



EXPLORA JOURNEYS ANNOUNCES PARTNERSHIP WITH EHL HOSPITALITY BUSINESS SCHOOL

Explora Journeys partners with EHL Hospitality Business School to create an unrivalled guest service on board the upcoming fleet of up to 6 luxury ships for a truly transformative ocean travel experience.

Geneva, Switzerland, 29 June 2023 - Explora Journeys, the luxury lifestyle brand of the MSC Group, is proud to announce its partnership with EHL Hospitality Business School, the world's leading hospitality management school with campuses in Switzerland and Singapore. The partnership aims to provide an innovative and world-class Guest Experience Foundations training programme for all Explora Journeys' onboard employees.

For over 125 years, EHL has pioneered the methods of Swiss hospitality education, set the standards of excellence in this field and is the global reference in education, innovation and consulting for the hospitality and service sector.

"With our brand being created in Switzerland - the cradle of luxury hospitality - we are proud to partner with the world's leading hospitality school EHL. This partnership will offer our employees world-class luxury hospitality education and represents a significant step in ensuring that we continue to deliver exceptional guest experiences." said **Michael Ungerer, CEO of Explora Journeys**. *"We believe that investing in training and development will enable us to create a distinct, culturally intelligent and sustainable service culture across the organisation."*

The training programme will even further elevate the solid, distinct and sustainable service culture across the organisation. It is designed to reinforce the company's commitment to providing exceptional guest experiences with a focus on a truly European service style that creates a vibrant and cosmopolitan atmosphere onboard.

The Guest Experience Foundation modules will be delivered by EHL Certified Trainers, covering both essential skills and advanced knowledge required for delivering exceptional customer experiences in the luxury hospitality industry. The programme will be further reinforced by online refreshers, leveraging a self-directed e-learning environment for in-depth study of the topics. Additional activities will be conducted onboard by trained managers to reinforce the key messages and to elevate the foundational lessons.

As part of the partnership, a 'Leading Guest Experience' module has also been co-designed for managers. This includes tools that will be used for on-the-job reinforcement, including dynamic experiential activities.

"We are delighted to partner with Explora Journeys to deliver innovative and practical training programmes that will equip their employees with the necessary skills to deliver exceptional customer experiences in the luxury hospitality industry," said **Markus Venzin, CEO of EHL Group**. *"Our programme is designed to ensure that the employees at Explora Journeys receive the highest quality of education and training that will drive the company's growth and success. Our expertise in luxury hospitality*



education combined with Explora Journeys' commitment to exceptional guest experiences is a perfect match, and we look forward to working together to create a service culture that is second to none."

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For media inquiries please contact press@explorajourneys.com

About Explora Journeys

Explora Journeys is the privately-owned luxury lifestyle brand of the MSC Group, headquartered in Geneva, Switzerland, created at the heart of Swiss luxury hospitality. The brand stems from the owners' long-held vision to redefine the ocean experience for a new generation of discerning luxury travellers, drawing on the family's 300 years of maritime heritage. The brand's aspiration is to create a unique 'Ocean State of Mind' by connecting guests with the sea, with themselves, and like-minded others, while remarkable itineraries will blend renowned destinations with lesser-travelled ports, for a journey that inspires discovery in all its forms.

A fleet of six ships, two of which are under construction, will be launched from 2023 to 2028. Equipped with the latest environmental and marine technologies, Explora Journeys will introduce a new style of transformative ocean travel. EXPLORA I offers 461 oceanfront suites, penthouses and residences designed to be 'Homes at Sea' for our guests, all with sweeping ocean views, private terrace, a choice of eleven distinct culinary experiences, across six vibrant restaurants plus in-suite dining, twelve bars and lounges, (eight indoor and four outdoor) Chef's Kitchen, four swimming pools, extensive outdoor decks with private cabanas, wellness facilities, and refined entertainment. Inspired by the company's European heritage, Explora Journeys will provide guests with an immersive ocean experience respectful and intuitive hospitality.

To learn more about Explora Journeys, visit explorajourneys.com or follow us on [Instagram](#), [Twitter](#), [Facebook](#) and [LinkedIn](#).

About EHL Group:

EHL Group is the global reference in education, innovation and consulting for the hospitality and services sector. With expertise dating back to 1893, EHL Group now offers leading educational programs ranging from apprenticeships to master's degrees, as well as professional and executive education, on three campuses in Switzerland and Singapore. The EHL Group also provides consulting and certification services to companies and learning centers around the world. True to its values and dedicated to building a sustainable world, EHL Group is committed to providing education, services and working environments that are people-centered and open to the world.

www.ehlgroup.com