

Team Training Program

Service Agreement & Contract

SERVICE AGREEMENT

1. PARTIES

This Service Agreement ("Agreement") is entered into by and between:

Service Provider: Angel Torres Jr. ("Coach T"), operating under Win Before They Arrive, a hospitality training and consulting service.

Client: The hotel, resort, or hospitality organization engaging Coach T's services, as identified in the signed copy of this agreement.

2. SCOPE OF SERVICES

Coach T will deliver the "Team Training Program," a 3-day on-site hospitality training engagement. The program includes:

- On-site training sessions at the Client's property
- Staff workflow analysis and optimization
- Role-play scenarios and live drills
- Team accountability system implementation
- Strategies to build guest loyalty
- Take-home playbook for all attendees
- Certificate of completion for participating staff
- Q&A session with leadership
- 3-Day/4 Hrs Class: Up to 15 staff members, sixteen chapter training, deeper operational testing, leadership development, with the basic service standards.

3. TRAINING DATES

The training program (3-day) will be scheduled at a mutually agreed-upon date. Dates shall be confirmed in writing (email accepted) at least 14 days prior to the start of the program.

4. PRICING & PAYMENT TERMS

Package Pricing:

- 3-Day/4 Hrs Class: \$4,000 USD (full department overhaul)

Payment shall be made as follows:

- 50% Deposit: Due upon signing this Agreement to secure the training dates.
- 50% Balance: Due upon completion of the training program.

Payment shall be made via bank transfer, check, or other method agreed to in writing. All fees are non-refundable once services have commenced.

5. CLIENT RESPONSIBILITIES

The Client agrees to provide the following at its sole expense:

- Travel arrangements for Coach T to and from the Client's property (airfare or equivalent transportation).
- Accommodations (hotel/lodging) for the duration of the training program.
- A suitable training space at the Client's property with adequate seating and presentation capabilities.
- Access to front desk operations and staff for assessment, training, and evaluation purposes.

6. CANCELLATION & RESCHEDULING

Cancellation by Client more than 30 days before the scheduled start date: full refund of deposit.

Cancellation between 14-30 days: 50% of deposit refunded. Cancellation within 14 days: deposit is non-refundable. Rescheduling is permitted once at no charge with at least 21 days' notice.

7. INDEPENDENT CONTRACTOR

Coach T is an independent contractor and not an employee of the Client. Nothing in this Agreement shall be construed to create an employer-employee, partnership, or joint venture relationship.

8. LIMITATION OF LIABILITY

Coach T provides training and consulting services in good faith. The total liability of Coach T under this Agreement shall not exceed the total fees paid by the Client. Coach T shall not be liable for any indirect, consequential, or incidental damages.

9. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the State of New York.

10. SIGNATURES

This Agreement constitutes the entire understanding between the parties. It may be executed in counterparts. A scanned or electronically signed copy shall be as valid as the original.

SERVICE PROVIDER:

Angel Torres Jr. ("Coach T")
Win Before They Arrive

Date: _____

CLIENT:

Signature: _____

Organization: _____

Date: _____

This document is a service agreement template provided by Win Before They Arrive. For questions, contact winbeforetheyarrive@gmail.com.