



Preparing Your Team to Welcome the World  
with Cultural Intelligence & Confidence

**A premium cultural experience for leaders & frontline teams.**



## WHY NOW

- Atlanta welcomes 300,00+ global guests in 2026
- Cultural expectations for the big game will be high
- Most teams are not prepared for cross-cultural experiences and interactions
- Guest satisfaction + brand reputation will be highly visible

## THE BH ADVANTAGE

- Build culturally intelligent leaders who champion diverse teams
- Equip frontline staff with cultural confidence to respond to guests with care, clarity, & warmth
- Deliver guest experiences that turn cultural connection into a competitive advantage

## TEAM EXPERIENCES

### LEADERS

#### CULTURAL INTELLIGENCE

- Improved cultural awareness of cultural concerns
- Strategies to better manage real-time cultural challenges
- Transformational leadership through connection

  

- Practical communication tools for global guests
- Warm culturally aware service
- Chance to practice real world scenarios & role play

### FRONT LINE TEAMS

#### CULTURAL CONFIDENCE

## AVAILABLE FORMATS

- **Half-Day Workshops**
  - Cultural Intelligence (Leaders)
  - Cultural Confidence (Front Line Staff)
- **60-Min Keynote**
  - High-impact interactive introduction to cultural readiness
- **Train-the-trainer** (upon request)

## YOUR CATALYST

### KAFI LONDON

British-born and globally minded, Author and Chief Energy Officer, Kafi London, specializes in helping leaders, teams, and brands leverage human connection as their competitive advantage.

Ready to prepare your team?



Scan to view  
program & explore options

For availability & pricing:  
✉ hello@kafilondon.com

