

HEALTHIER PEOPLE.
STRONGER SERVICE TEAMS.
BETTER EVERYDAY HABITS.
A SUSTAINABLE NEXT CHAPTER.

HOSPITALITY & SERVICE PROFESSIONAL PROGRAM

Practical wellness and communication support for people working in guest-facing and customer-facing environments. Build skills that fit the realities of service work.

Jordan Wellness helps you explore pressure, strengthen useful skills, and turn reflection into practical steps that fit your life.

- ASSESS.
- UNDERSTAND.
- COACH.
- DEVELOP.
- PERFORM.

PERSONAL WELLNESS ASSESSMENTS

Explore your pressures, strengths and priorities through guided reflection.

STRESS

What feels demanding now?

STRENGTHS

What strengths can you use?

VALUES

What matters most to you?

RESILIENCE

What helps you reset?

HABITS

Which routines support you?

GOALS

What would you like to work on?

Reflection tools, not clinical or diagnostic tests. Apply what you learn.

WHAT WE HELP YOU DEVELOP

- MENTAL WELLNESS & RESILIENCE

Practice brief resets for demanding service workdays.
- PERFORMANCE & DAILY ROUTINES

Choose priorities and clearer shift-transition routines.
- EMOTIONAL WELLNESS

Prepare responses to frustrating everyday situations.
- COMMUNICATION & RELATIONSHIPS

Rehearse guest, colleague and feedback conversations.
- CONFIDENCE THROUGH CHANGE

Build confidence in supervisor and team interactions.
- PERSONAL & PROFESSIONAL GROWTH

Develop collaboration and everyday leadership habits.

OUR WELLNESS & PERFORMANCE SERVICES

1. WELLNESS REFLECTION

- Notice pressures
- Identify strengths
- Clarify priorities
- Choose a focus

2. INDIVIDUAL COACHING

- Your context and goals
- Reflect and rehearse
- Review what you try
- Agree your next step

3. RESILIENCE & HABITS

- Supportive routines
- Boundaries and rest
- Recovery practices
- Small, workable habits

4. PERFORMANCE PLANNING

- A meaningful goal
- Manageable actions
- Review your progress
- Adjust your plan

5. COMMUNICATION PRACTICE

- Prepare one conversation
- Practice clear language
- Explore expectations
- Ask for useful support

6. TAILORED GROUP LEARNING

- Discuss group priorities
- Agree workshop scope
- Practice useful skills
- Choose follow-up actions

THREE LEVELS OF SUPPORT

- LEVEL 1
RECHARGE

Reflect on current pressure and choose a useful starting point.
- LEVEL 2
DEVELOP

Practice skills through coaching, reflection and a personal action plan.
- LEVEL 3
THRIVE

Discuss a broader learning plan with practice and progress reviews.

THE J-WELL FRAMEWORK

- J

JOURNEY

Understand your starting point.
- W

WELLNESS

Protect space for wellbeing.
- E

ENERGY

Choose supportive routines.
- L

LEADERSHIP

Practice purposeful action.
- L

LONGEVITY

Build habits you can sustain.

BENEFITS TO WORK TOWARD

- ✓ Prepare a practical reset routine
- ✓ Rehearse a challenging guest conversation
- ✓ Clarify handoffs and expectations
- ✓ Practice constructive team feedback
- ✓ Plan boundaries around changing shifts
- ✓ Choose a shared team practice

THE CONNECTION THAT CREATES MOMENTUM

