

Hospitality Performance Workshop

A practical 90-minute session giving hospitality staff quick tools to recognise stress, regulate under pressure, and recover after a shift.

01

AT A GLANCE

Hospitality is fast-paced and high-pressure, yet staff are rarely given explicit training in performing under pressure. This workshop closes that gap — teaching simple, body-based regulation tools that work in seconds, during and after service.

DURATION ~90 minutes	FORMAT Interactive	AUDIENCE FOH & kitchen staff	GROUP SIZE Flexible
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WHAT IT COVERS

UNDERSTANDING STRESS

- How stress shows up at work — communication, teamwork, decisions, home life
- Recognising stress in yourself and others
- The three nervous-system states: regulated, fight/flight, shutdown

RECOVERING FROM MISTAKES

- Why one mistake often leads to another (the "error cascade")
- How a quick reset breaks the cycle

THE RESET TOOLKIT

- Box Breathing — 4-4-4-4
- Bilateral Stimulation (tapping)
- State Breaks — posture & breath
- Circle of Power — visualisation

RECOVERY & INTEGRATION

- Separating on and off the clock
- After-work reset tools
- When and where to use the techniques

03

OUTCOMES & FACILITATOR

WHAT PARTICIPANTS TAKE AWAY

- Awareness of their own stress signs and triggers
- Practical tools they can use mid-service
- A reset plan for after mistakes
- Strategies to leave work at work

FACILITATOR

Maximillian Mayell — chef of nearly 10 years turned Holistic Health Practitioner, Clinical Hypnotherapist, NLP Coach, and Health & Well-being Coach. The workshop draws on his firsthand experience of kitchen pressure and his training in regulation and performance.

Why it matters: Stress at work leeches into home life and health. The faster someone can regulate themselves after a mistake, the less likely they are to make another one — and the healthier they stay, on the job and off it.

FACILITATOR

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