

Training & Coaching Management Program



By

Hoteliers Inspiration

“Bringing Hospitality to a New Dimension”

What Is Quick Learning?

We offer flexible days of learning that encompass up to 10 interactive, 90-minute sessions of quick and effective learning bites. These are designed to educate, inspire and motivate your employees in a fast, effective and convenient way.

The quick learning training sessions focus on:

- Developing the right attitude.
- Improving skills and widening knowledge.
- Providing a better understanding of roles and responsibilities.

Targeting specific groups, from developing leaders to achieving service excellence, each interactive day explores essential managerial areas. Participants can choose from one, some, or all learning bites. Using accelerated learning, practical examples, and inventive development techniques; presenters create fun and excitement. People leave the session feeling immediately refreshed, enthusiastic and buzzing with ideas to implement within the workplace

Some of our interactive learning bites are:

- Lessons and inspirational ideas for leaders.
- Accountability and responsibility.
- Thinking outside the box.
- The three fundamental elements in leadership.
- Competencies for tomorrow's managers.
- Development tools for tomorrow's managers.
- The manager as a coach and counsellor.
- Communication skills for successful management.
- Effective listening skills.
- Interpersonal communication skills for business.

About the Programme

An intensive 2 days programme for those who wish to improve their management skills. It is also suitable for employees now considered ready for development. The programme deals with management issues with clear guidelines every step of the way. Tutorial sessions, case studies, practical exercises, presentations and syndicate work make this an action packed three days.

Course Objectives

To set clear guidelines for effective management.
To examine the principles of time management and self organisation.
To work through key management skill areas identifying the managerial role.
To provide a comprehensive framework for future development.

What You Will Gain

An invaluable insight into the management techniques and skills that every successful manager needs.
Through case studies, and exercises the ability to develop a clear understanding of how to manage people.
Know how to avoid the traps and pitfalls that cause management failure.
Know what to do to develop your managerial skills.

Programme Contents

Your Role as a Manager; The Functions and Responsibilities of Management
Key Management Tasks and Competencies
Leadership Strategies
Setting Objectives; The Importance of Goal Setting
Managing Time, Yourself and Others Effectively
Delegation and Work Allocation; When and How to Delegate
Decision Making in Teams
Motivating Staff; Understanding Motivation; How to Motivate Staff Today
Communication; Improving Your Communication Style
Key to Effective Meetings
Appraisals - Steps to Success
Guide to Successful Counselling
Disciplinary Procedures
Problem Solving Process
Training and Developing Staff; The Manager's Role and Training
Establishing Training Needs
Being an Effective Meeting Leader

Personal Development Planner

At the end of the course each delegate will have a personal development plan that can be used as part of future appraisals and for management reference.

Program Title: Management Performance Review

About the Programme

This programme is particularly suitable for all levels of Managers and Supervisors who are responsible for conducting staff Appraisals. Managing and monitoring staff performance is accepted as part of the role of a Manager/Supervisor. However the words, "it's time for your annual appraisal" seem to provoke feelings of anxiety in management and staff alike. This is because 'Appraisal' is still a negative word in many organisations. Indeed, some staff still count themselves fortunate if they do not get appraised. However the good news is - some staff are luckier still - they get appraised well. The course is designed to enhance your communication skills to help you conduct more effective and participative appraisal discussions.

Course Objectives

To ensure that delegates understand how to prepare, structure and run effective appraisal discussions.

To give delegates the opportunity to practice feedback techniques.

What You Will Gain

A better understanding of the do's and don'ts of appraisal.

How to get the best out of staff performance through the appraisal year.

Programme Contents

Why Appraise?
Core Competencies and Appraisals
Benefits of Appraisal to Individuals and the Organisation
Managing the Performance Cycle
How to Get the Best Out of Staff Throughout the Year
Golden Rules of Objective Setting
How to Set Performance Objectives
Communication Skills for Appraisers
Questioning Skills
Active Listening
Summarising Techniques
How to Get the Most Out of Your Appraisal Discussion
How to Prepare for an Appraisal Discussion
How to get the Discussion off to a Positive Start
How to Structure an Appraisal Discussion
How to Give Effective Feedback - The Golden Rules
How to Give Praise and Constructive Criticism
Difficult Appraisees - How to Deal with Them
Practice Sessions - Giving Feedback on Performance
Monitoring and Reviewing Performance
Your Personal Action Plan for future development

Program Title: Management Change

About the Programme

This programme is designed for managers and supervisors who are currently responsible for managing change within their organizations. The course covers all the fundamentals required to manage the process of change smoothly and effectively.

Course Objectives

To provide delegates with the knowledge and confidence to manage change within their organizations

To understand the pressures and opportunities of change and how people react to change
You will learn to identify practical techniques to allow you to initiate, anticipate, and respond positively to the change process.
Together, we will devise strategies for a smooth transition in order to successfully manage and overcome resistance to change.

What You Will Gain

A comprehensive knowledge of the skills and techniques required to manage change successfully. Through practical exercises and case studies, you will understand the dynamics of this much misunderstood and often feared process.

Programme Contents**Understanding Change**

Categorising types of change
Understanding causes of change
Obstacles to managing change

Managing During Change

Involving your people
Potential problems
Action planning

Change Agents

Internal and external change agents
Skills of the change agent

Strategies for Managing Change

Selecting an overall management style
Communicating change
Adjusting the balance (those 'for' versus those 'against')
Time span involved

Resistance to Change

Overcoming resistance to change
Fear factors
Stress (what it is and how to deal with it)
Communication

Psychological Impact of Change The four psychological stages: Shock – resistance, Confusion, Integration, Acceptance

Program Title: Effective Communication Skills

About the Programme

75% of a manager's time is spent in one to one communication i.e. either face to face or on the telephone. Yet how many managers or supervisors are really good communicators? Ask an unhappy employee what is wrong at work and 95% of them will say 'poor communications.' Many managers dismiss good communication as unimportant. But considering that we spend nearly 70% of our waking hours 'communicating' it is a key factor in the problems that confront people in the workplace. This is the definitive course for those people who want to understand how to communicate more effectively with their staff, their colleagues and their bosses. Delegates will leave the course having learnt the essential skills needed to be a more effective communicator.

Course Objectives

To consider the role of communications in the work environment
To have a clear understanding of what is 'good communication'
To ensure that each delegate understands the different methods of communication and how to use each one effectively

What You Will Gain

Communication techniques for achieving more profitable business
A better understanding of the role of effective communication
An awareness of communication barriers that impact on the effectiveness of an organization

Programme Contents

What is communication?
How do we communicate?
How messages flow – the different channels of communication.
Why do we get confused, unclear messages in the business environment?
Barriers to effective communication
The power of language in effective communication
Overcoming communication barriers
Different methods of communication and their overall effectiveness
The use of feedback to ensure messages are clearly understood
Developing listening skills
Asking the right questions
Body Language – 'the hidden communicator'.
Develop a Personal Action Plan for future development.

About the Programme

The course explores fundamental principles of hospitality behaviours, participants will acquire a fresh perspective on hospitality global trends. The program explores new trends in the industry and the knowledge economy from travel experiences to travel relationships.

Having strong leadership and management skills & capability continues to be of paramount for company survival and future development. A small increase in understanding reason for being in business across the team would have a significant impact on people's engagement, well being and productivity.

Course Objectives

The transforming power of hospitality in business. Learning how to create different service models that deliver real value for guests, employees, and shareholders while building strategic advantage. This intensive and dynamic course explores approaches that help supervisors and managers take hospitality concept to a new dimension. Participants will explore the latest thinking on guest service, explore innovations, and learn how to implement service approaches that foster loyalty, increase profitability and accelerate growth.

What Participants Will Gain

Immersed in a series of thought-provoking speeches, interactive case studies, and hands-on workshops, participants will explore the strategic steps required to achieve service breakthroughs and deliver differentiated products and services. Along the way, they will acquire the skills to identify and overcome the persistent obstacles to performance, and create long-term value for guests.

Programme Contents

Help average employees deliver exceptional value
The iceberg phenomena
Enhance loyalty through targeted customer retention efforts
Align service cultures with strategic choices
Customize leadership decisions to specific performance goals
Identify and resolve personal barriers that impact organizational performance
Build a Winning Team attitude
Establish hospitality principles within the team
Develop a natural common sense into a common practice
Better understand of "The essentials, SOPs and sequence of guest's service
Reinforce the "Six steps during the check in process and the optimum Check out process"

Program Title: Getting Results Through Individual & Organizational Accountability

The Accountability Training Workshop consists of 4 training modules, divided in 2 days format. Hoteliers Inspiration facilitators use enhanced learning methodologies to deliver the training in a way that accelerates implementation and improves sustained application, including:

- Interactive Exercises
- Team Application Sessions
- Team building Exercises
- Small Group Debriefs
- Self-Assessments
- Role plays with real cases

By doing so the organization will benefit long-lasting from having:

- Higher Return of Investment from people
- Efficiency and improvements in individual performance and as a team
- Clearer accountability and responsibilities within the team
- Improved attraction, development and retention of Human Capital
- Faster process to get employees to the level of proficiency
- Clear measurability on Job content related KPI's
- Clear insight in employees' strengths, weaknesses, development areas and qualities

Objective

The aim of the training workshop would be:

- Introduce a positive approach to creating **Greater Accountability** throughout the organization.
- Improve people attitudes and engage **Positive Behaviours** within the team and organization.
- Clarify the **Key Organizational Results** and align people's daily work objectives with organizational results.
- Create greater ownership for achieving the **Key Results** by using the steps to function above the line behaviours.
- Learn how to apply the tools and practices that accelerate **Greater Accountability** both **individually and organizationally**.
- Develop specific action steps using **Accountability Plans** for Creating a Culture of Accountability and achieving the desired results.

We look forward to the cooperation on this project, we are certainly sure that in attending to the seminar participants will unlock potential helping them to think differently about the way their approach both personal and professional life.

Methodology Used

Hoteliers Inspiration facilitators begin this workshop by introducing the **Accountability Principle**, sharing real working and life experience for a better understanding and how it has benefited past clients. We introduce a new, positive view of accountability that is empowering and motivating people to achieve desire results.

Throughout the workshop, the principles of positive accountability are applied to Key Performance Results KPR. Participants also learn how assess individuals behaviors and most importantly how to address issues and lack of involvement.

Deliverables

During the term of the two days' workshop the following activities will take place:

Activity Day 1	Result
Creating a culture of Accountability	An understanding of the principle Accountability as an individual and as a team, changing ways how people think and act for achieving results
Getting results through individual Accountability, moving yourself "Up The Line".	Set expectations for results and clear individual goals for achievement. Learn critical skills to behave with a positive approach
Activity Day 2	Result
Getting results through collective Accountability, helping your organization to behave Up The Line	Develop behaviours and assist the team climbing the steps of Accountability
Providing real life and actual working experiences / debate / open for discussions	A better understanding of the principle , been able to embrace the Accountability principle and make it an habit at the workplace
Understanding and Executing the three fundamental Accountability leadership elements	Developing personal management and essential leadership skills to apply Accountability at work and in life
Activity related to both days	
Develop and conduct Team building working exercises	Improve interpersonal working relationship within the team and boost confidence

Program Title: Human Resource Academy

Target Group:

Line managers wanting to improve their HR skills, HR and Training professionals wanting to fine-tune their knowledge with industry global best practice, the program is suitable for those with no previous exposure to human resource management.

Course Content:

Module 1 **Course Introduction**
Module 2 **The Strategic Framework**

Vision, Strategy and Objectives
Analyzing the Impact of Cultural Values
The Corporate Comfort Zone

Module 3 **Change the culture change the game**
What is it all about?
Why do we Do it?
Basing our Actions on the Results

Module 4 **Competency Frameworks**
Different Type of Competencies
Linking Competencies to Job Functions
Competency Based Assessments
Handling Special / Sudden Needs

Module 5 **Learning & Development**
Identifying Needs
Different Forms of Learning / Training
Present & Future Development
Impact of Identified Needs
Training Plans

Module 6 **Monitoring and Feedback**
Appraisals
Appraisal Outcomes
In the Right Role?
Other Ways
Feedback

Module 7 **Action Planning for Implementation**
Presenting to Others
Resource Identification and Selection

Program Title: Front of House Academy

About the Programme

The course explore fundamental principles of hospitality behaviors for all front of house employees from receptionists, bell boys, concierges, guest relations, a must course attend to all employees interacting with guests.

As competition for business and leisure travelers intensifies, hotels are seeking to provide custom experiences and amenities targeted to groups such as millennial, baby boomers, women and business travelers.

The idea is to build strong brand identities, create loyalty and adapt to popular attitudes toward the environment, personal health and well-being, and technology.

A thorough understanding of check in / out process, managing guest expectations, understanding the guest journey, is better prepared to work in teams among cross departmental functions

Course Objectives

It aims to provide employees with a broad understanding of the front desk operational aspects of the hotel industry and knowledge of the underlying principles involved when interacting with people. It comprises of discussions and the study of real situations.

What Participants Will Gain

Participants will acquire a fresh perspective on hospitality global business. The program explores real life cases sharing and discussing the ultimate guest experience. An in depth knowledge is gained and understanding from the new kinship economy within the hospitality industry

Programme Contents

Check in and check out activities
Up selling and cross selling foundations
Breaking sales paradigms
Identifying sales opportunities during the service stages
Best Practices for Implementing an Up selling Philosophy
Discussions of Potential Up sell opportunities
Best practices shared and SOPs possible to implement
Powerful selling words
Understanding features and benefits of products
Discussions of innovative trends for creating a more personalized guest experience

Introduction

A professional Food and Beverage Server uses interpersonal skills, product knowledge, and sales techniques to meet and exceed guests' expectations. This workshop will help the team to deliver superior service experiences in challengingly fast-paced environments and anticipate customer and guests needs.

What the team will learn

Upon completing the workshop the team will have the skills to:

- Understand Service and Hospitality concepts
- Perform specialized sequence of service
- Provide insightful menu suggestions / product knowledge
- Communicate effectively with a diverse range of guests
- Apply effective sales techniques
- Work in harmony within the division and cross departmental

Content

Understanding both, Service and Hospitality concepts "Building Sequence of Service"

Provocative group discussions: re enforcing actual SOPs and Sequence of service

Managing guest's complains, managing the process

Debate and discuss ideas for final implementation

Team building exercises

- A) Rope exercise and team working
- B) Walking on the edge game
- C) Discussion and conclusions

Menu suggestion / product knowledge

- A) "Chef Talk Program"
- B) Raw and final cooked product knowledge
- C) Blind product tasting / Sensory analysis

Sales Technique

1. Implementation of Up selling and Cross Selling questions
2. Food and Beverage multiple choice Quiz program
3. Descriptive sensory analysis

Culinary Workshop - Master classes



Hoteliere Inspiration brings your knowledge to a whole new level

Introduction

These master cooking classes demonstration will give chefs participants the opportunity to demonstrate their newly acquired skills by preparing and serving a wide variety of classical and contemporary dishes in a real-world setting. All with a unique approach and hands on experience.

During select modules throughout the 4 days program, our chef instructor, will share his philosophy, cooking techniques and specialties with chefs through a unique program specially designed for the business need.

Chef Instructor will present a repertoire of culinary demonstrations and conduct on each day preparatory workshops 100% practical.

Each course will then culminate in the presentation of a featured menu at the laboratory restaurant, where students will execute the vision of the visiting chef and showcase his specialties dishes.

Objective

The main objectives of the program are to continuously build and enhance student's modern culinary skills.

Foundational culinary skills serve as an important role in launching chef's career, but the future indicates that the rapidly expanding world of food will require specialization and in-depth knowledge.

As one of the most dynamic businesses, the foodservice industry, is seeking culinary talent that can bring creativity to the menu while respecting authentic traditions.

Hoteliere Inspiration and its rewarded Chefs with academic accolades and wide international experience will help prepare you to take advantage of this opportunity.

A workshop focusing on culinary trends and new concepts

The aim of master classes is to work on basic contemporary trends such as

- A) The whole world on a plate concept,
- B) A multi ethnic, multi-sensory dining experience where flavours clash on purpose.

C) The art of cooking is at a crossroads ... where everything collides.

Program:

1. The seven classic cooking methods explained in a traditional and contemporary way.

Day 1

Module 1

First day will explore ingredients, cooking tools, and French culinary techniques, as well as historical and cultural forces that have shaped the French region's culinary traditions. This study is presented in both country-specific and region-specific context. Students will prepare, serve, and evaluate dishes specific to one region of France and will develop authentic flavor profiles and culinary techniques.

Methodology: Practical

Hours: 6 hrs.

Maximum Participants: 12

Day 2

Module 2

An introduction to the French Neo classic and contemporary bistro cuisine, this course will dedicate practical hours to understand this type of cuisine and its ingredients, cooking techniques, utensils, regional and iconic Bistro dishes.

The course will first establish an understanding and vocabulary of French cuisine. Students will prepare, serve, and evaluate dishes based on authentic flavor profiles and proper cooking techniques.

Methodology: Practical

Hours: 6 hrs.

Maximum Participants: 12

Day 3

Module3

In this course participants will have a deep knowledge of nutrition, health and wellness of cooking.

Participants will be challenged on how they will navigate thru this cooking process using new techniques and approaches. Building awareness on new menu concepts following sustainable products, importance of local source produce, organic and fair trade products. Participants will go through new trends "The concept of Comfort food and its emotional connections"

Building a menu based on consumer's expectations, an endless variety of great foods served quickly, anywhere, anytime at affordable prices to everyone. Students will prepare, serve, and evaluate dishes based on Comfort Food concepts and Non offensive ingredients.

Methodology: Practical

Hours: 6 hrs.

Maximum Participants: 12

Day 4

Module 4



On the final day, participants will develop, cook and present a 4 course menu from techniques and concepts learnt on previous days. Participants will work in groups of 4 to present menu in 3 hours. Chef instructor will provide guidance and support the team during the process. A final sensory perception analysis will be conducted by a panel of teachers.

Methodology: Practical

Hours: 6 hrs.

Maximum Participants: 12

Groups of 4

