

upfront – LQA Standards Seminar

The LQA Standards Seminar is a one-day series of lectures/presentations aimed at all management and supervisory levels. Typically, the seminar follows a two-day anonymous on site inspection. However, it can also be arranged as a stand alone, one day seminar, based on previous inspection results. Maximum group numbers should not exceed forty delegates.

The LQA Standards Seminar is split into 6 presentations:

Executive Presentation – this session is aimed at senior management and heads of department. During the one hour presentation, an overview of the Leading Quality Assurance website will be provided. This highlights the various on line reporting options available to the hotel management including: Management Reports, Accessing Inspection Reports, Competitor Analysis, Group Competitor Analysis, Trend Analysis, Group Trend Analysis and Benchmarking Data. In addition, examples of best practice are shown to inspire innovation.

Four Departmental Presentations – these one and a half hour sessions are aimed at heads of departments, managers, assistant managers and supervisory staff. More junior levels of staff can be included where the hotel feels it appropriate. During these sessions the hotel's most current inspection report is presented to the attendees. Specific standards missed are highlighted along with areas of strength. The sessions are split up into the following areas: Front Office, Food & Beverage, Housekeeping/Engineering and Leading Spas (if applicable). Attendees have the opportunity to review how their department performed during the most recent inspection compared to their competitors. Furthermore, attendees will gain a better insight into benchmarking data and where the hotel is positioned in relation to service delivery. Where appropriate, examples of best practice are shown.

Executive Review – at the close of the day a review is conducted with the General Manager. Following this a copy of the seminar slides is sent to the hotel for future reference.

The seminar follows a lecture style format although there is time and opportunity for questions and answers during each presentation. Attendees are asked to bring along a copy of the LQA standards that they are responsible for in their departments to facilitate understanding.