

Manage the Standards is a one day programme aimed at all levels of management that have responsibility for operating standards and service delivery. The content is firmly rooted in the audit report and involves frank discussion and disclosure of the inspection results. Maximum group training numbers are sixteen delegates on each course, with a minimum of six.

The **Manage the Standards** programme is split into 8 sessions:

Introduction – this session highlights the objective of the course, which is to effectively implement the six point quality assurance process at your hotel.

Analysing the Data – this session allows the management to analyze their report in detail via the various on line reporting options available on our website. Areas covered include: competitor analysis, group competitor analysis, international benchmarking analysis, trend analysis and group trend analysis (where applicable). The session requires the use of computer terminals and Internet access.

Communicate the Standards – in this session, the importance of communicating the standards to all staff members is discussed. Various methods of communication are reviewed and the delegates have an opportunity to participate in a self-assessment to ascertain their particular communication style.

Train the Standards – in this session various training methodologies are explored. In addition, delegates learn to identify whether low inspection scores are due to training processes or other reasons.

Measure the Standards – in this session, a simple performance measurement system is reviewed and the delegates examine the difference between managing accomplishments and activities.

Feedback on Performance – in this session we discuss the importance of feedback and how it should take place. In addition, we examine what some of the root causes of poor performance are and whether they are operational, managerial, behavioural or motivational. Different management styles are looked at and some simple dos and don'ts on feedback are also discussed.

Accountability – in this session we look back at the quality process discussed during the day and identify areas where the quality assurance process could be improved and ultimately where the accountability for poor performance lies.

Consolidation – occurs at the end of the day and the delegates are asked to consider which areas in their particular operation require focus and attention in order to improve performance standards. The delegates also commit themselves to a work-based goal setting exercise aimed at improving performance. On completion of the exercise a certificate of achievement will be issued to each delegate.

A variety of training techniques will be used during the day including live Internet sessions, role-plays, syndicate work, group presentations and exercises. The atmosphere will be relaxed and conducive to learning. A workbook will be issued at the start of the day with additional handouts distributed during the course.