



hotss
HOSPITALITY & TECHNOLOGY SYSTEMS & SOLUTIONS

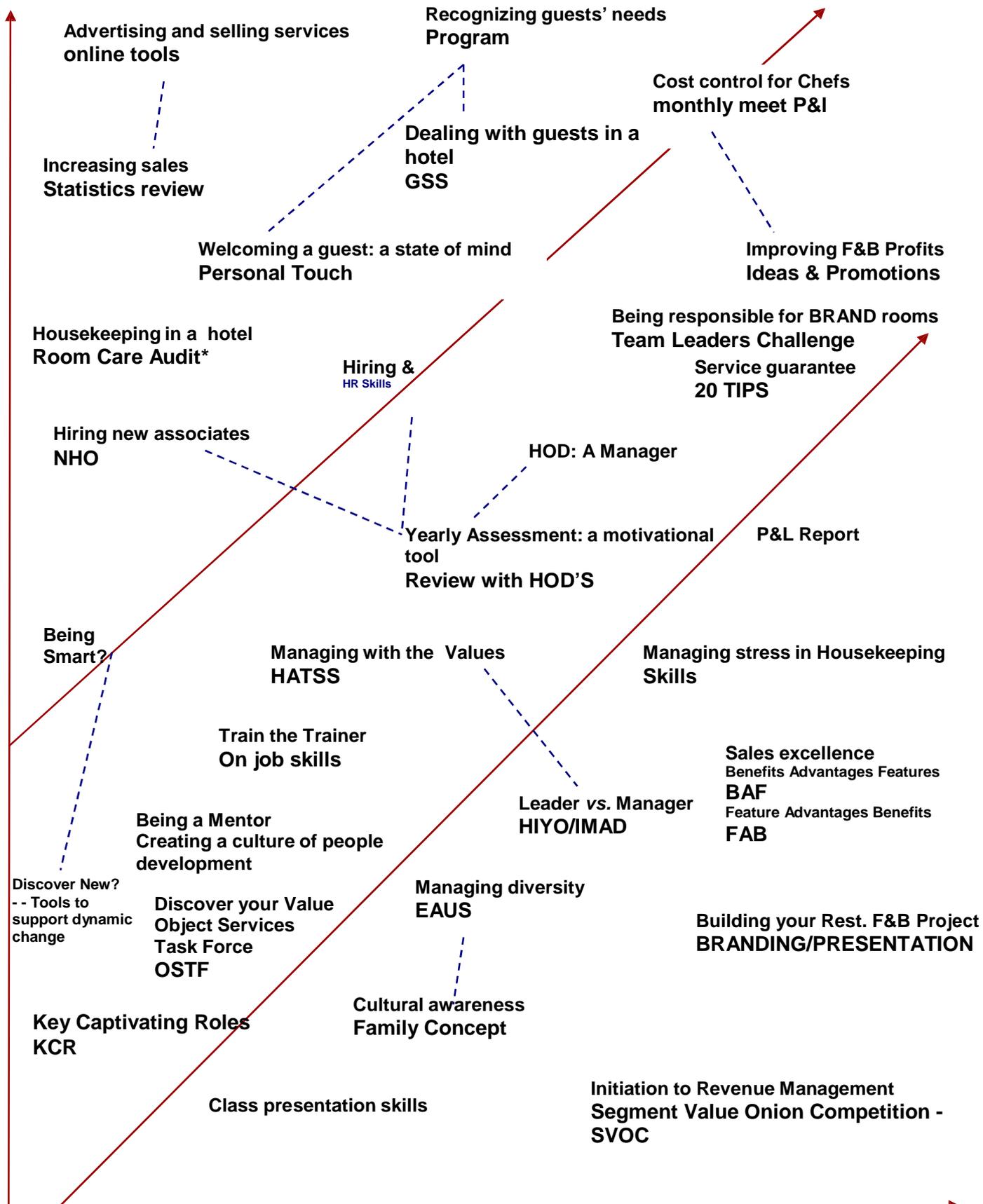
Hospitality Team Development

Training Plan 2017

"Let us Build Local Communities Together"

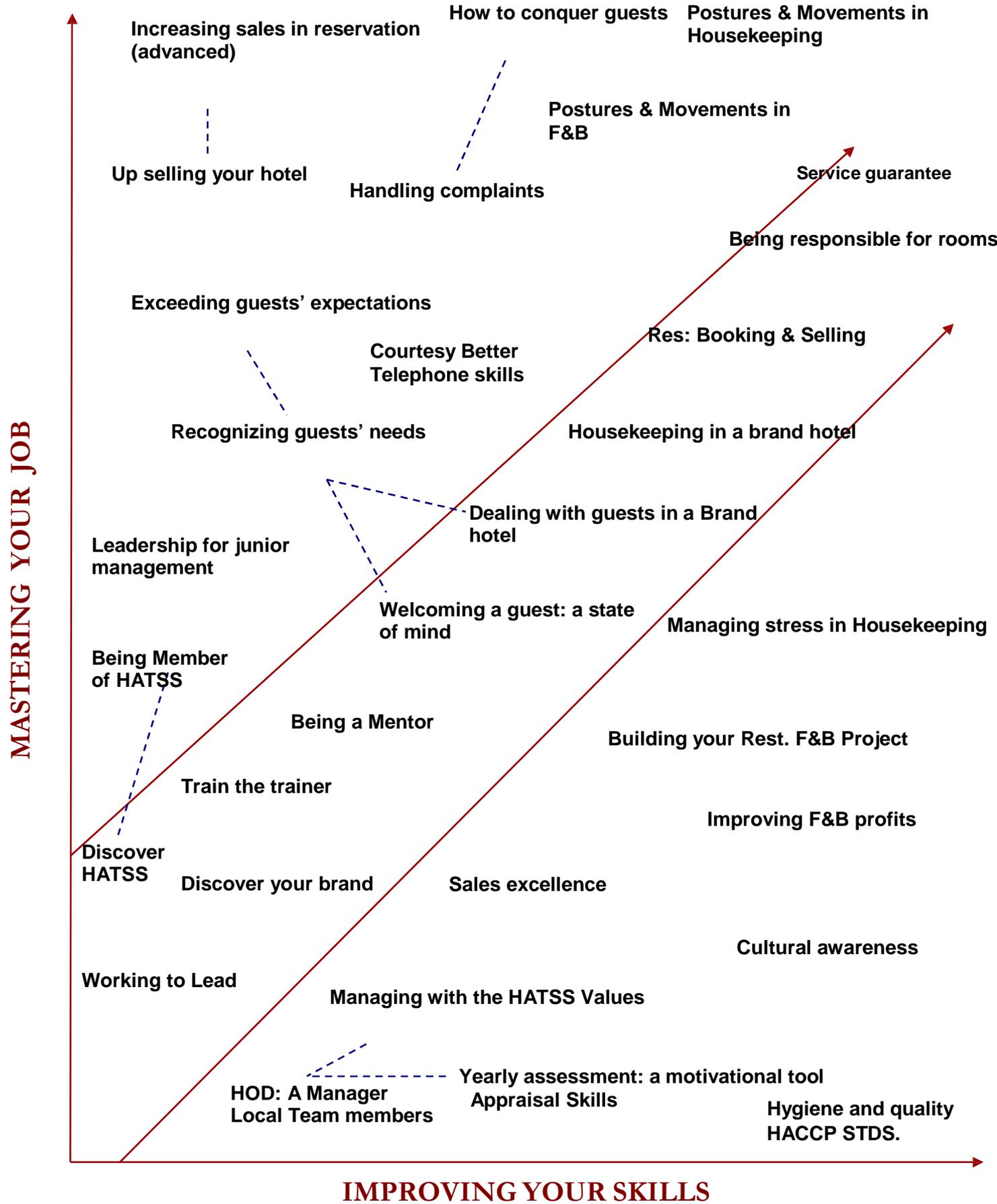
MANAGEMENT - HEAD OF DEPARTMENTS

MASTERING YOUR JOB

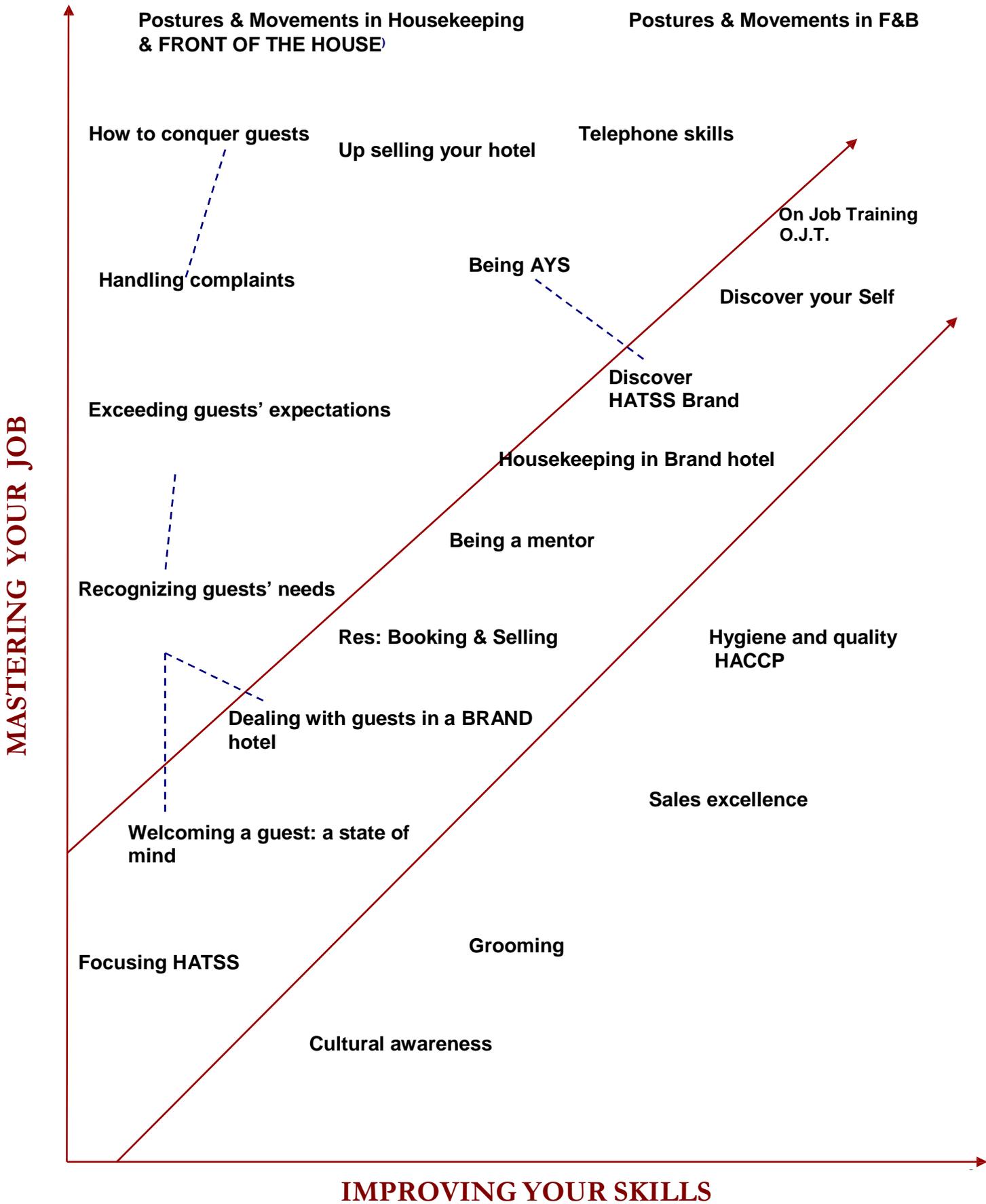


IMPROVING YOUR SKILLS

ASST MANAGERS - SUPERVISORS



RANK & FILE



Focusing HATSS- HBH

Brands:

4-Star and 5-Star Hotels

Program Description

This program will present an in-depth orientation of the HATSS Group - a brief history of the Group, an explanation of its philosophy and values, its worldwide activities, a description of HATSS-Heart-Based Hospitality guest experience concept, and why hotels achieve financial success with this unique concept.

Learning Objectives (LO)

- To understand the HATSS-Heart-Based Hospitality concept.
- The history of the HATSS Group.
- Differentiating between HATSS' Hotel and Services products.
- Knowing and understanding Heart-Based Hospitality thoroughly.
- Understanding HATSS' concept of Sustainable Development.
- Overview of HATSS' clients and partnerships around the world.
- The benefits of HATSS-Heart-Based Hospitality and of succeeding together.
- From HATSS Arabian Peninsula to HATSS-Heart-Based Hospitality: a brief history.
- HATSS-Heart-Based Hospitality Hotels - the future of hospitality!
- Understanding the HATSS-Heart-Based Hospitality mission and vision statement.
- The HATSS Hotel Pre-opening services.
- Our competitors in the Industry

Organizational Benefits

- This program is an eye-opener for all associates working in the Group. It creates a sense of belonging amongst them and enhances their motivation and productivity.
- The program gives an insight into the future development of HATSS-Heart-Based Hospitality, and if the associates work together and support it, the hotel will win international recognition and awards.

Audience

All new Associates and colleagues who have worked in a branded property. It should take place within the first week of employment (regardless of position in the hotel). This program is a mandatory part of the induction scheme.

Duration

2 days

Train the Trainers

Brands:

4-Star and 5-Star Hotels

Program Description

It is a basic HATSS policy for all Managers to train their TEAM MEMBERS, in line with corporate Academic training Skills. This program will teach the hotel management team how to develop a field training course, define objectives, be well structured and include elements of evaluation for it to be truly effective. The skills of an effective trainer require a comprehensive understanding of the learning process.

Learning Objectives (LO)

- Importance of Understanding Cultural Diversity in training
- Introduction
- Understanding the importance of perceptions and the thought process of trainees in the group
- Understanding the Communication Process
- Different ways of Communicating in a training session
- Body Language and first impressions of being an effective trainer
- Listening and probing
- Presentation skills
- Highlighting the purpose of training and why training objectives impact overall learners experience
- Understanding task and group training sessions
- Analyzing, Structuring and Preparing your training presentation
- Organizing a training plan
- Understanding and learning new and innovative ways of using training tools (PowerPoint, flip chart, etc)
- Conducting training sessions
- Evaluating training performance
- Developing a departmental training Plan for your upcoming training sessions

Organizational Benefits

Program will be interactive, involving presentations and explanation of concepts by the trainer and facilitation of role play, discussion and practice sessions which will be recorded (especially role-plays) and played one by one for all associates to identify their strengths and weaknesses, the trainer will facilitate learning and involvement of the associate at each stage. Overall, trainees will understand the importance of being a trainer, presenting departmental tasks in a well organized and structured manner ensuring that their tasks and actions are effective in the future.

Audience

All Managers, Heads of departments and Assistants. Must be followed at least once even three years

Duration:

4 days

Head of Department: a manager

Brands:

4-Star and 5-Star Hotels

Program Description

Researches continue to emphasize that manager's play a critical role in associates retention and morale. Studies consistently show that an effective manager is one who develops commitment, loyalty and a healthy working relationship with associates. This course is specifically designed for head of departments/supervisors to help them understand and implement their "Group/Brand/Hotel values". It provides them with all the necessary tools for their associates development and motivational levels.

Learning Objectives (LO)

- Long-term understanding and importance of being an Responsible Manager
- Understanding group philosophy
- Implementing teamwork, and organizational skills.
- Understanding HATSS Project Management Cycle
- Appraising and its importance
- Challenge of developing and adapting to different developmental tools for enhancing associate performance
- Understanding and learning to use HATSS Appraisal tools (THE CV, ANNUAL INTERVIEW, CAREER INTERVIEW, etc)
- How to lead your team
- Situational Management
- Dealing with motivation
- Using Empowerment and Delegation Skills to effectively handle situations
- Knowing how to Communicate and understanding key communication factors
- Importance of Meetings- Conducting your own meetings
- Analyzing your departmental strengths and weaknesses and planning to act
- Preparing, organizing and presenting your departmental ACTION PLAN

Organizational Benefits

This program will enable attendees to be today's role model managers. It will boost their multi-performance skills which in return brings innovation and creativity in leading their departments. They would understand and implement the most important tools to manage and create cohesion amongst their teams in their departments. Moreover, associates understand the group philosophy which could be filtered down the hierarchy.

Audience

Heads of Departments, Assistants, Potential Managers, Team-Leaders.
Must be run at least once every three years.

Time Duration:

4 days

Leadership for junior management

Brands:

4-Star and 5-Star Hotels

Program Description

This program is aimed at those Supervisors and Rank & File colleagues with potential who are destined to take, within a not too long future, a managerial position. It will explain them that 'being in charge' is not about ruling, it's about individuals following willingly a leader. Today, leaders are required to hire, train, and motivate a diverse work force. At the same time, they must manage continual change, increase productivity, motivate their team, communicate effectively, and ensure excellent guest services. Leaders must do all these activities while also managing their own time and responsibilities. This training session gives you tips that will help leaders create a more effective team in order to run smooth operations and increase revenue.

Learning Objectives (LO)

- Understanding Cultural Diversity
- What is Management?
- Differentiating between a Manager and a Leader
- Using new and effective leadership styles
- Practicing Leadership qualities for effectiveness
- Using Empowerment for decision making
- Understand and analyzing motivational concerns and effectively managing it- Sinking Ship Exercise
- Measuring motivation and effectively handling motivational concerns
- Understanding and Managing conflict in your teams
- Communication skills for effective leadership
- Leading a successful PEOPLE's team (developing, motivating and Coaching your teams)
- Adapting and changing your leadership styles your departmental and organizational benefit

Organizational Benefits

This program brings an overall change of understanding team members and its impact on management. Attendees will become proactive in not only managing their workplace area, but most importantly building a stress free relationship with and within their teams. For every single manager, sharp leadership competencies are essential in order to succeed in their current job and to ensure an rewarding management career. It is a case of developing the strategic business understanding which will equip you to make the right decisions and to help you incite your team to strive for their goals.

Audience

Heads of Departments, Assistants, Potential Managers, Team-leaders and Supervisors

Duration:

3 days

Welcoming a guest: a state of mind

Brands

4-Star and 5-Star Hotels

Program Description

This program is aimed at all of those colleagues who come into contact with guests to analyze their approach and develop the necessary skills and attitude which leads to quality service, guest satisfaction, retention and sales and revenue increase, to reach the organizations desired objectives.

Learning Objectives (LO)

- Understanding your organizations vision and mission
- Understanding what your Guests' expectations before they come to your hotel
- Understanding behavior, in order to understand culturally diverse guests (their mood and emotions)
- Creating long-term positive image for your guests
- How to build rapport with your guests
- Perfect guest care on the phone
- Understanding and implementing a new positive state of mind for your guests to see and experience
- Implementing new techniques of handling different and difficult situations- role-plays conducted with different scenarios for different departments in the hotel

Organizational Benefits

It focuses on exploring and improving communication and service links between guests and associates. Often a guest's first impression of a property is the result of committed, knowledgeable and dedicated associates, who are out there to "go the extra-mile" attitude. This program is beneficial for not only guest contact associates, but for all departments who may deal with guests face-to-face, or on the phone.

Audience

Associates in Rooms Division, F&B, Engineering, Administration, Housekeeping, Health club, Security (regardless of position).

Duration:

3 days

Recognizing guests' needs

Brands:

4-Star and 5-Star Hotels

Program Description

Skilled, seasoned guest service associates are masters of audience dissection. They observe guests, anticipate their needs and match offerings to their sensitivities. Part of the trick is simply paying close attention, taking yourself completely out of the picture for a moment and focusing on the guest – “the guest first”. You can't judge people by appearances, but you can learn a lot about their wants and needs through observation, especially when they don't realize you're watching them. Learn all this and more in the following training session.

Learning Objectives (LO)

- Understanding and learning different cultures and behaviors to respond to different needs of guests who come from different countries, cultures, and environment
- Understanding QUALITY to understand NEEDS
- What is exceptional service and how to you provide it
- Defining pro-activeness and its benefits
- Importance of appearance and how it impacts IMPRESSIONS
 - Communication and Listening
 - Impressions at their best
 - Professional Image and its benefits
 - Dealing with guests keeping them as “valued first”
 - Role-play situations
- How can your Group Values help in recognizing and anticipating guest needs
- Understanding different tools that you can you to improve Service and Quality
- Treat guest as individuals and its overall effect on your guests
- Situational departmental role-plays, and analysis strengths and weaknesses for performance enhancement

Organizational Benefits

Increase the service skills of your associates and the efficiency of your property with this comprehensive program that covers the full range and scope of service skills (from pre-arrival to departure) such as understanding guests, dealing with challenging situations, anticipating needs and presenting yourself with that “giving” attitude.

Audience

All associates in contact with guests, regardless of their position in the organization, including Housekeeping, Health Club, Security, etc.

This program is available only to those trainees who went successfully through ‘Welcoming a guest: a state of mind’ or ‘Dealing with guests in a Brand hotel in the past two years.

Duration:

3 days

Brands:

4-Star and 5-Star Hotels

Program Description

The program aims to reinforce basic knowledge and to provide fresh perspectives for those currently managing food service operations, specifically focusing on guest relations management, marketing, technology, and the increased need to operate efficiently and professionally.

Learning Objectives (LO)

- Knowing the products we sell in our departments
- Understanding Service and Quality and its direct relations to profitability
- Service Quality VS Quality Service
- Managing Quality for financial enhancements
- Understanding Income Statement
- Understanding Income Statement for P&L
- Understanding Marketing Mix.
- Understanding Sales and Marketing as an effective selling tool
- Understanding different Cost Control (food, beverage, and labor control)
- Knowing new Techniques to market your products
- Why Internal clients? and their benefits
- Overview of managing performance to achieving goals

Organizational Benefits

Numbers, numbers and numbers are the focus of this program! Break-even forecasting, payback analysis, displacement and subsidy cost calculations, price peak analysis, menu analysis, market share and penetration, client contribution analysis, yield management, pricing strategies, and understanding a profit and loss statement are just a few of the subjects covered in this intense, results-oriented training program.

Example: If a check average can increase by just one beverage, dessert, or appetizer, what will that add up to in a year? Simply multiply the numbers of customers per day by days of the week open then multiply that number by the number of weeks open per a year. That's the benefit! More revenue better profitability!

Audience

Food and Beverage Manager, Asst. F&B Manager, Outlet Manager, Restaurant Supervisors

Duration:

3 days

Advertising and Selling Services

Brands:

4-Star and 5-Star Hotels

Program Description

Most of service colleagues do not understand that they are also the most important sales representatives of their hotel. This program will explain them that beyond guests' satisfaction, and before Upselling, there is a 'grey area' very rarely explored: promoting the services provided to the hotel not through a direct approach, but through a service-orientated approach.

Learning Objectives (LO)

- Difference between SERVICE and SERVICES- relating to other supplementary products and services you provide in your hotel.
- What are the different product and services you sell?
- Understanding the basics of Advertising and its impact towards selling
- Understanding the Sale and Marketing of our services.
- Why GUEST BEHAVIOUR? their expectations and how does it effect our sales
- Dealing with different types of guests.
- Understanding Quality expectations.
- Understanding our Mission and Goals and its link to selling
- The pyramid- an exercise Understanding teamwork, mission and cultural diversity in achieving our operational goals.
- How can we be influenced by our Group Values
- What is NETWORKING? and its importance in today's people's world
- Product Knowledge and its effects of successful selling
- Understanding and implementing the Selling Mix- product, price, place and promotion
- Importance of being Personal Sellers
- Understanding personal sellers characteristics
- What is Up-selling? and how this concept increase revenue
- Understanding our guest's final decision making process and WHY? what decision was made by the buyer
- Your selling situations, your sales role-plays, acting and debriefing

Organizational Benefits

To take your advertising and sales performance to the next level, this program is a comprehensive approach to help salespeople gain sales knowledge and learn dynamic sales techniques. Just like an athlete with a coach to help him excel, a salesperson needs a sales performance coach to help maximize his selling efforts and guide him in his quest for sales excellence. From a once simple process of meeting the prospect, presenting products/services, handling objections and asking for the order, selling today has evolved into a complex set of numerous interlinking skills.

Audience

All colleagues in contact with guests, regardless of their position in the organization, including Housekeeping, Health Club, Security, etc.

Duration:

3 days

P&L Report: from analysis to action plan

Brands:

4-Star and 5-Star Hotels

Program Description

The program teaches the core concepts of finance and accounting in a straightforward and easy-to-understand manner, including terminology and principles, financial statements, distinction between income and cash flow, and valuation. You will learn how financial data is used to make business decisions and to evaluate your organizations performance.

Learning Objectives (LO)

- Understanding our organizational aim towards bottom-line
- Understanding today's BUSINESS MANAGEMENT concept
- Assessing the purpose of Accounting
- Understanding Financial and Managerial Accounting
- Enhance knowledge of basic day-to-day financial terms
- Understanding and analyzing different financial reports and format to analyze the P&L report
- Importance of Chart of Accounts
- Break-Even Analysis, understanding Ratio analysis and operating calculating equations-case studies

Organizational Benefits

Knowing how to read financial statements will be valuable throughout each attendee's career, in analyzing business opportunities, assessing financial risks, and communicating your "reading between the lines" ideas to others.

Audience

Head of Departments (all departments), Finance and Administration associates, Asst Managers and Potential Managers, and Managers who are entitled to make decisions

This program is mainly aimed at those Managers and Supervisors junior with financial issues.

Duration:

3 days

HATSS: Booking & Selling

Brands:

4-Star and 5-Star Hotels

Program Description

This program is aimed at all colleagues in charge of taking reservation in the hotel: rooms, of course, but also F&B and why not Health Club. Based on the brand scheme, this program will help your organization not only get a better score for your next Brand control, but also dramatically increase direct sales.

Learning Objectives (LO)

- Understanding each other with a diverse approach and linking it to our guests
- Succeeding together; implementing this concept whilst dealing with our guest
- Importance of understanding communication and its benefits
- Understanding and implementing HATSS Values whilst dealing with your guests
- Learning different conversational factors for handling calls- with the adaptive approach
- Listening with a win-win approach
- Understanding the basics of Sales and Marketing
- Understanding and analyzing guest expectations and behaviors on the phone
- Understanding and Implementing the new Customer Focused Selling concept in your hotel
- Enhancing your selling skills on the phone and learning how to deal with new – SALES OPPORTUNITIES
- Dealing with Objections to ensure that sales closure

Organizational Benefits

This Program will teach you everything you need to know to build a highly effective telesales program. Through the use of discussion, small-group exercises, and taped role-plays, this highly interactive class allows you to practice new skills as you are learning them. You will gain experience with all aspects of sales, marketing, product knowledge, including incoming calls, outgoing calls, order taking, prospecting, selling, guest service, collection, and telephone etiquette, with set brand standards for efficiency.

Audience

All colleagues, regardless of their position in the organization, in charge of taking bookings (F&B, Rooms, etc.)

Time Duration:

3 days

Exceeding guests' expectations

Brands:

4-Star and 5-Star Hotels

Program Description

The aim of this program is to teach ways to enhance guests' stay by going beyond basic needs recognition and expectations. Associates will learn specific skills that will help them meet and exceed guest expectations. This is an advanced course.

Learning Objectives (LO)

- Introduction and understanding each other with a diverse approach
- Understanding the concept of Culture to meet and exceed expectations
- Differentiating between Service and Quality- the answer to today's' needs
- Analyzing our Service Skills with different levels of Service
- Impact of Service in order to find out our guests WORTH
- Understanding guests behavior and expectations for satisfaction
- Implementing new and innovating ways to exceed our guests expectations
- Analyzing delivered service- video on expectations
- Mastering Skills by dealing with and handling situations- role-plays

Organizational Benefits

Guest service interactions can be complex under the best of conditions. Add issues of language, gender, religion, and age into the mix, and we often find otherwise competent associates acting in ways ranging from mildly inappropriate to inexcusably rude. The guest demographics for most organizations are changing in such a way as to increase the diversity of the populations we serve. This makes it imperative that we improve our guest service training so as to prepare associates to meet the challenges this diversity can present. Simple conceptions about the guest being "number one" or providing "first class service" are not enough. We must work on the values and skills associates needs to meet or exceed the expectations of ALL our guests.

Audience

All colleagues in direct contact with guests, regardless of their position in the organization, including Housekeeping, Health Club, Security, etc.

This program is available ONLY to those associates who successfully went through 'Welcome in a guest: a state of mind' (or 'Dealing with guests in a BRAND hotel and 'Recognizing guests' needs' in the past two years.

Duration:

3 days

Being a mentor

Brands:

4-Star and 5-Star Hotels

Program Description

'Mentoring' is a mandatory program introduced by HATSS.

The aim of this program is to ensure that all colleagues in the organization have a Mentor, someone they can turn to whenever they feel uncomfortable with the day-to-day routine, their career or their relationship with their Seniors

Because mentoring isn't an easy task, the aim of this course is to provide volunteer Mentors as many tools as necessary to successfully perform their duty.

Learning Objectives (LO)

- Understand each other- a cultural approach.
- HATSS Values: a start to effective relationships.
- Understanding Mentoring.
- Communication and Listening for a Mentor's success.
- Formal VS. Informal Mentoring. Why?
- Understanding roles of a Mentor and different types of Mentoring.
- Your Mentor characteristics.
- Mastering tools and techniques for being an effective Mentor.
- Your "Brand" Action plan.

Organizational Benefits

Increasingly, mentoring is recognized and used as a critical tool for organizational development and improved hotel results – whether the focus is reducing unwanted turnover, inducting new employees or those transitioning to leadership roles, providing access and skill enhancement to targeted groups, or accelerating the development of the best and brightest. And while mentoring may occur spontaneously with excellent results, its benefits are too important to be left to chance. A well-defined process, support structure, and tools are required to ensure reliability, and sustainability which benefits the organization in the long run.

Audience

All colleagues, regardless of their position in the organization, who volunteer to mentor the colleagues who recently joined the organization.

Duration:

2 days

Cultural Awareness

Brands:

4-Star and 5-Star Hotels

Program Description

International organizations operate on a global scale. Whether it be a foreign, or local, guests or liaising with a colleague or supplier, interaction with different **cultures** is now an everyday occurrence. The lack of cultural preparation has many levels of impact - from an embarrassing moment to a breakdown in inter-company communication.

Learning Objectives (LO)

- Understanding and respecting other cultures.
- Living with colleagues from various origins and cultures
- HATSS-KSA' and cultural diversity celebration.
- Understanding your new regions culture.
- Overview on religion/s in the ... What is Islam? and an overview of Islam.
- Understanding and implementing the regional cultural Do's and Don'ts
- Roles of Regional Governmental departments.
- Understanding Decency in the country.
- Landmarks, festivals and major events in your new city.

Organizational Benefits

This program can easily enhance the basic knowledge required to understand needs and behavior of diverse guests in order to satisfy and retain them, it also helps your organization create that ultimate bond between associates, living and working together in the long run. The price of inadequate **cultural awareness** is easily avoided.

Audience

All new colleagues, recently joining BRANDS or being transferred from another branded property, as part of their induction process – regardless of their position within the organization.

Duration:

2 days

Dealing with Guests in a BRAND Hotel

Brands:

4-Star and 5-Star Hotels

Program Description

HATSS is a unique brand in the 5* market with an approach to BRAND service very different from its competitors ('HATSS -HBH). This program will explain the basics of good service (as in 'Welcoming: a state of mind') and will discuss in detail what makes a 5* service different, dedicating a lot of time on energy principles to serve the guest.

Learning Objectives (LO)

- Understanding the Concept of Welcoming and its benefits
- HATSS - HBH
- Concept and Meaning of Service.
- Luxuries? And different types of luxuries.
- Understanding the guest welcome cycle stages (in detail)
- Understanding and using basic tools and methods
- The secrets of welcoming in the luxury sector
- Understanding Adaptation
- Why adaptation? and being adaptive in different situations
- Introduction behavioral changes during the guest welcome cycle
- Transforming welcoming secrets to operational strengths
- Your personal skills Action Plan of the future

Organizational Benefits

Because they stay at our brand, and not in any other Brand, The guests want to be recognized as such. With this program well understood and well integrated in the hotel's daily routine, guests will feel the unique HBH 'émotion' and enhance Upselling and return-business ratio.

Audience

All hotel colleagues in direct contact with guests, regardless of their position in the organization, including Housekeeping, Health Club, Security, etc.

This program is valid only for those trainees who successfully went through 'Recognizing guests' needs' in the past two years. As per brand this is a MANDATORY program.

Duration:

2 days

Handling Complaints

Brands:

4-Star and 5-Star Hotels

Program Description

Dealing with guest complaints requires tact and patience, but did you know that by using a professional approach today's complaining guests can often become tomorrow's most loyal guests? This program will help your team to deal professionally with all kinds of complaints to ensure that you retain valuable business.

Learning Objectives (LO)

- Different aspects in understanding cultural diversity- an exercise
- Importance of your hotels mission and understanding HATSS's long term mission
- What is a complaint? The basics
- Guest and their psychological behavior
- Understanding situations and different guest types
- Assessing the need for "critical thinking" and its long term organizational benefits
- Understanding decision making for effectiveness
- Eliminating barriers and understanding Do's and Don't
- Mastering Skills- practicing techniques and situational role-play
- Categorizing complaints and understanding long term damage it make cause
- Understanding Empowerment- an associate's tool
- What? and WHY? Of decision making- the right decision
- Dealing with psychological barrier in your everyday jobs
- Effective and easy steps' whilst handling a complaint
- Situational role-plays, using new tools and techniques

Organizational Benefits

With this program you will learn how to prevent complaint and turn an unhappy guest into a happy customer who will recommend your property to their friends and associates and 'up-buy' during their stay.

Audience

All colleagues in contact with guests, regardless of their position in the organization, including Housekeeping, Security, Executive secretaries, pool attendants, etc.

Duration:

2 days

Hygiene and Quality

Brands:

4-Star and 5-Star Hotels

Program Description

This program discusses the importance of hygiene in the hospitality industry. It has been designed specially to be easily understood by all. Personal hygiene as well as lack of hygiene-related issues are discussed. It is very useful for those colleagues in charge of cleaning or are involved with hygiene issues such as Housekeeping, Stewarding.

Learning Objectives (LO)

- Understanding the basics of hygiene.
- Importance of hygiene and quality in our organization.
- Analyzing the different cleaning tasks' in departments.
- Identifying "all" the areas that need to be client.
- What is deep cleaning and its long term benefits to our hotel.
- Importance of Consistency in maintaining quality standards.
- What are Micro-Organism's and their effect on our health?
- Improper hygiene in the food Industry- an exercise
- CHEMICALS, what, how and why? and their proper usage
- Analyzing the proper mixing of chemicals
- Knowing different types of chemicals
- Understanding the advantages of personal grooming: a feel good effect
- Basic grooming standards in your daily jobs

Organizational Benefits

The course will provide a thorough understanding of the cleanliness factors which affect our living and working environment. Associates would understand the cost of cleanliness and the impact cleanliness makes on our products and services.

Audience

All colleagues, regardless their position in the organization, whose job is related to hygienic issues (i.e. Housekeeping, Engineering, Pool attendant, Health Club, Stewarding)

Duration:

2 days

Managing With HATSS Values

Brands:

4-Star and 5-Star Hotels

Program Description

The HATSS Values are often seen by managers as an operational burden, a beautiful principle that can never be attained because it decreases efficiency. The aim of this course is to demonstrate quite the opposite: the HATSS Values are formidable tools, when fully implemented, that boosts associates' motivation, develops empowerment, and enhances guests' satisfaction with a direct positive impact on the bottom line!

Learning Objectives (LO)

- The Value Game
- Knowing the Historical HATSS Values.
- Understanding the meaning of Value.
- Understanding HATSS Values and their implementation.
- Understanding Corporate Values of other companies and relating them to your Corporate Values
- Understanding brand values for efficiency and effectiveness
- Understanding different perceptions in managing with values.
- Managing and mastering skills required to handle operational challenges.
- Managing conflicts in your areas of operation
- Identifying, dealing with conflicts and long term action planning for effective management.

Organizational Benefits

This program will help your business environment in assisting you in taking the best decisions, developing best attitudes, and best efficiencies. All of those are usually attained through substantial delegation, empowerment, and self-sufficiency. This will enhance operational consistency in day-to-day management and understanding your associates, which in return will provide world class service, efficiency, highly automated and standardized systems to/for our guests, develop colleagues' motivation to eventually lead to enhanced guests' satisfaction and increased revenue.

Audience

Executives, Managers, Heads of department, Supervisors

Duration:

2 days

Yearly assessment: a motivational tool

Brands:

4-Star and 5-Star Hotels

Program Description

Assessments are **not** a process of assessing if one passes or fails, and the idea is **not** about scrutinizing associates to see if they are performing poorly. Yearly assessments are about helping individuals to improve the way they work and the services they provide, themselves and with others.

Assessments go beyond simply judging individuals on what they have achieved over the past year. It offers a framework for planned, constructive, professional dialogue. It provides the opportunity for reflection about current performance and progress.

This is used as a platform to set goals for future professional practice and development which will also contribute to the needs of the organization in which the individual works.

Assessments should therefore be a **positive**, constructive process which is **mutually beneficial** to both the individuals being appraised and also to the organization in which they work.

Before all, the Yearly Assessment must be the ground from which grows a 'win-win' situation.

Learning Objectives (LO)

- Understanding the importance of developing people: the basics.
- What? And Why appraise?
- Long term and overall benefits of effective appraisals.
- Understanding interactive tools and process for performing appraisals.
- Understanding the proper ways to use the HATSS Appraisal methods.
- Mastering skills- Conducting your appraisal- role play.
- Action Planning, the effective way to plan, execute and follow-up

Organizational Benefits

Assessments will succeed, and be of value not only to individual associates but also to the organization, if they recognize that the process provides appraisals with opportunity and support for reflection, and constructive feedback on which personal and professional development can be based. Overall, the most essential benefit of this program is that it creates a sense of belongingness, increases motivational levels and enhances productivity.

Audience

Everyone in charge of running the mandatory Yearly Assessments (General Manager, Heads of department, Human Resources)
This program is available only to those trainees who successfully went through 'Head of department: a manager' in the past two years.

Duration:

2 days

Cost Control for Chefs

Brands:

4-Star and 5-Star Hotels

Program Description

How efficient is your kitchen? How much money flows through it? In most hospitality businesses the kitchen is one of the largest cost centers, and a small increase in kitchen productivity can have a large effect on your bottom line. Teach your Chef how to control the cost of labor, food and overheads in a logical and easy to digest manner.

Learning Objectives (LO)

- Defining and understanding the cost concept
- Understanding cost control
- Meaning of Fixed and Variable Costs
- Understanding Prime Cost and its direct relations to profitability
- Understanding Cost Volume Profits and Break-even
- Drawing your kitchen's organization chart
- Understanding elements of Costs to understand Net Profit
- Understanding, analyzing and implementing different cost control measures (purchasing, receiving, storing and issuing)
- Analyzing and investigating how you should control food cost that is over budget
- Understanding Food Waste and its effects on cost
- Ways and methods of effective recipe costing
- Understanding Labor Cost and using efficient ways for the future
- Your departmental "Cost Control" Plan
- Presenting your plan to the group

Organizational Benefits

Food& Beverage, Cost or Quality, Standards or Consistency, Product or Guest Satisfaction. All are crucial factors for revenue generating departments or Revenue Controlling departments, This program offers a detailed in sight of reducing the most important business enemy "which is cost"!

Audience

Chefs, Sous-chefs, Kitchen Managers and Food and Beverage Managers.

This program is available only to those trainees who went successfully through 'Improving F&B profits' in the past two years.

Duration:

2 days

Telephone skills

Brands:

4-Star and 5-Star Hotels

Program Description

Good telephone etiquette goes beyond a cheerful good voice and the words one uses. It encompasses a positive service attitude, empathy and skills in listening, questioning and negotiation. This program equips participants with the basic skills necessary to project a professional image of themselves and the company over the telephone. Interactive methodology such as role-plays and case studies will be used to provide participants with opportunities for skills practice.

Learning Objectives (LO)

- Understanding each other with a diverse approach and linking it to our guests
- Succeeding together; implementing this concept whilst dealing with our guest
- Importance of understanding communication and its benefits
- Understanding and implementing HATSS Values whilst dealing with your guests
- Learning different conversational factors for handling calls- with the adaptive approach
- Listening with a win-win approach
- Increasing your “soft-skills” by handling telephone situations-role-plays
- Understanding the importance of “listening” with a win-win attitude
- Analyzing your speaker with effective thinking- an exercise
- Understanding behavior in order to deal with guests appropriately
- What are standards and why do we require standards?
- Simple tools to enhance overall telephonic performance
- Handling situations- role plays
- Your new effective and adaptive behavioral implementation plan

Organizational Benefits

Associates involved in communicating with 'guests' (other associates and beyond) will find this program enhancing their skills and confidence in handling guests interactions.

This training is valuable to associates who would like to increase their effectiveness in information exchange, active listening, relationship building, complaints handling, and generating greater GUEST satisfaction and loyalty

Audience

Reservations, Telephone, Front Desk, F&B Service, Room Service, Housekeeping, Engineering, Laundry, Sales and Administration Associates

Time Duration:

2 days

Sales excellence

Brands:

4-Star and 5-Star Hotels

Program Description

Sales Techniques are a determining factor in the effective promotion of products and services of any hotel. No matter how good the product or service, the success of your business rests to a large extent on the ability of you, or your sales team, to successfully promote and sell to a market that needs what you have.

In selling, one of the golden rules is to practice the proper sales knowledge, techniques, mindset, and skills. Only this can help you become a big winner in the sales industry. If you are an experienced salesperson (regardless of your department) and have achieved excellent sales performance, but would still like to learn more useful and valuable techniques on selling then this session is for you.

Learning Objectives (LO)

- How do you analyze your guests by their behavior
- Defining Selling and how is it different from GUEST FOCUSED selling
- What is Communication and why is it important in selling
- Listening Skills
- How do we present ourselves, and different types of presentations we do/have o do in Sales
- Understanding keys questions to analyze your competition
- Understanding your Market and different segmentation
- Enhancing revenue by find new LEADS
- Understanding our strengths for effective sales
- Creating WIN-WIN situations with effective negotiation
- Adaptation whilst handling objections in sales
- Learning new success “keys” for selling
- Mastering techniques to close the sale

Organizational Benefits

This program can be followed by anyone ‘in charge of sales: Sales Executive of Front Office Clerk. It will be beneficial to all as it will teach them the basics of sales techniques and will increase direct and indirect revenue

Audience

Sales team, Reservation and any colleague in direct contact with guests and involved in any kind of selling activity

Duration:

2 days

Hiring new associates: a managerial investment

Brands:

4-Star and 5-Star Hotels

Program Description

Are you still interviewing "the old way" and suffering the pain and cost of hiring misfits? Conduct interviews that focus on past performance and probe into accomplishments in specific work situations. They're four times more effective.

This two day program will guide your interviewing, make hiring decisions that are two to five times more accurate than traditionally trained interviewers.

Learning Objectives (LO)

- Understanding mutual benefits of effective hiring
- Learning to read Resumes
- Understanding and implementing environmental factors related to hiring
- Financial implications of hiring: HIRING and RETAINING VS TURNOVER
- Following a step approach to interviewing
- Understanding and adapting to Communication and Diversity
- Understanding behavior and connecting with your candidate
- Enhancing different Skills to negotiate with your candidate
- Decision making- group case studies

Organizational Benefits

By being able to define a position, read between the lines of a Resume, running competently an interview, Managers will hire new associates more efficiently, thus putting together a stronger team, reducing dramatically turn-over and hiring-related costs.

A move very much appreciated by returning guests!

Audience

General Manager, Head of department, Human Resources

This program is available only to those trainees who successfully went through 'Yearly assessment: a motivational tool' in the past two years.

Duration:

2 days

Housekeeping in a BRAND Hotel

Brands:

4-Star and 5-Star Hotels

Program Description

Housekeeping is a very important area for guest satisfaction, but sometimes may be neglected. This course is a comprehensive coverage of all aspects briefly, of housekeeping procedures, equipment and training required for the operation of an effective BRAND hotel.

Learning Objectives (LO)

- Understanding the basics of hygiene
- Understanding HATSS - HBH émotions
- How? and why? quality matters of our organization
- Analyzing the different cleaning tasks' in your department
- What is deep cleaning and its long term benefits to our hotel
- Importance of Consistency in maintaining quality standards
- What are Micro-Organism's and their effect on our health
- Understanding Chemicals and their proper usage
- A view of personal grooming
- Importance of understanding guest relations

Organizational Benefits

Because HATSS is a unique brand, even in the 5* market, it is important for the Housekeeping Department to realize their full potential – even more so since the introduction of the 'Comfortable Bed' concept and hotel project.

After this course, Housekeepers will understand the importance of details in a 5* property and that HATSS - HBH must also appear in their work, hence improving guests' satisfaction and return-business ratio.

Audience

Housekeeping Associates

HATSS brand requires that this training program be mandatory to all members of the Housekeeping department.

Time Duration:

2 days

Discover BRAND

Brands:

4-Star and 5-Star Hotels

Program Description

To be the leader in economy scale hotels- is what the concept is all about. This program will help BRAND associates understand the brand and its concept. Today, it is essential for our guests to also understand the simplicity, cleanliness and comfort concept for future retention.

Learning Objectives (LO)

- Understanding WHY Corporate Image? An exercise
- History of BRAND and development stages
- Understanding the Strength of the BRAND group
- Understanding Brand values are how they are being implemented currently.
- Knowing and implementing the different policies and strategies of the brand in detail... continued
- Understanding the new “BRAND HBH” concept and adapting to new and innovative ways to implement it
- BRAND and its competition, differentiating your garden with your competition

Organizational Benefits

This program is essential for BRAND associates to understand the why? what? And how? of this unique yet simple HBH brand and concept. Today, it is essential for our guests to also understand HBH approach, simplicity, cleanliness and comfort concept for future retention.

Audience

All BRAND associates, regardless of their position in the organization. This program must be included in the induction program and to be mandatory to all personnel

Duration:

2 days

Being BRAND

Brands:

4-Star and 5-Star Hotels

Program Description

To be the leader in economy scale hotels- is what the concept is all about. This program will help BRAND associates understand the brand and its concept. Today, it is essential for our guests to also understand the simplicity, cleanliness and comfort concept for future retention.

Learning Objectives (LO)

- Our likes and dislikes: an evaluation of our feelings
- Understanding and implementing the SALESPERSON in our everyday jobs
- Analyzing our strengths and weaknesses as an BRAND Salesperson
- Situational Handling for an effective Salesperson
- Understanding Empowerment and interlinking it with the pro-activeness spirit and attitude
- Understanding complaints and its future impact on our brand and profitability
- Costing our GUESTS
- Understanding the 5-10-15 Guidelines from BRAND, and implementing them using the effective LEARN Technique

Organizational Benefits

After discovering BRAND, it is now essential for all associates to know and understand the implementation of the policies and procedures seen in the pre-requisite Discover BRAND. This program will ensure that each BRAND associates transforms mentality from being a departmental associates to an BRAND Salesperson.

Audience

All BRAND colleagues, regardless of their position in the organization

Duration:

2 days

Leader vs. Manager

Brands:

4-Star and 5-Star Hotels

Program Description

The aim of this program is to demonstrate that a leader achieves more and is more efficient than a manager. This program increases your awareness of your current leadership style and abilities. You will also appreciate the impact your leadership style has on those who work with you. The course then provides you with a tool-kit of ideas to increase your leadership skills back in the workplace.

Learning Objectives (LO)

- Understanding and analyzing each other- an exercise
- Defining Value? and understanding the different factors that effect our everyday operations
- What is leadership? and how is it different from Management
- Understanding the benefits of effective leadership
- Analyzing and comparing different leading qualities
- Understanding roles of a leader
- Analyzing your strengths and weaknesses- an exercise
- What Motivation? Leading a motivated team
- Measuring and Managing motivation
- Measuring and Managing motivation
- Analyzing your team's de-motivational factors
- Communication! What and how do we ensure effective communication
- Different perceptions in communication- an exercise
- Assessing and ensuring a successful team and its benefits
- Understanding Action Planning
- Working on making and Implementing your departmental Action Plan

Organizational Benefits

By implementing the learning objectives developed in this program you will develop new management style and techniques that will enhance your inter-personal relationship, thus boosting your team-mate moral, motivation and efficiency which will lead at the end of the day to a more capable organization and increase revenue.

Audience

All colleagues in a managerial position (General Manager, Head of department, etc.)

This program is available only to those trainees who successfully went through 'Managing with the Leadership Values' in the past two years.

Duration:

2 days

Grooming

Brands:

4-Star and 5-Star Hotels

Program Description

The aim of this program is to explain participating colleagues of the importance of personal hygiene and that proper grooming is also a proof of professionalism.

Learning Objectives (LO)

- Understanding each other with a detailed know-how
- Understanding the BASICS of grooming in today's environment
- What Hygiene? and how does it reflect on our image
- How much can the way we look cost us in the long-term
- Personal Grooming and its relations to HATSS Values
- Understanding CONSISTENCY for guest satisfaction via Grooming
- Understanding barriers that cause inconsistency
- Your CLEAN Perceptions in Grooming and following your hotels Grooming Standards
- Changing your professional look positively

Organizational Benefits

This program looks into the very basic principles and practices that lead to a team positive personal presentation and professional behaviors at work. The program enables participants to grasp the concept that looking good leads to feeling good and hence contributes to increased self-esteem. For associates who come in direct contact with guests and whose quality of personal presentation will influence positively our guests.

Audience

All Associates (regardless of department)

Duration:

2 days

Up Selling Your Hotel

Brands:

4-Star and 5-Star Hotels

Program Description

The aim of this program is to demonstrate the various techniques used to upsell hotel's services.

You will develop new Up selling skills by understanding the theory behind understanding what and how to sell and by practicing selling skills during the program. Role-playing and coaching during the program will teach you new Up-selling skills and techniques.

Learning Objectives (LO)

- Does Knowing each other help in Selling: an introduction exercise
- Introduction and understanding the basics Sales and Marketing
- What do you sell anyways: the PRODUCT GAME
- Aspects that are important for understanding the Sales Process
- Impact for understanding guests expectations for Up Selling
- Using new unique tools and methods to increase revenue
- Team work in Up Selling: managing your sales project
- Understanding the effects of networking and how it can be beneficial for you hotel
- Changing the way we sell, situational selling role-plays which are video filmed to understand our strengths and weaknesses

Organizational Benefits

Implementing properly Upselling techniques throughout the hotel (and in particular in those Department – such as Housekeeping and Security – guests don't expect to be upsold from) dramatically increases direct and indirect revenue in only a few weeks.

Audience

All colleagues, regardless of their position in the organization, in direct contact with guests, including Housekeeping, Health club, Security, etc.

Time Duration:

2 days

How to Conquer Guests and keep them

Brands:

4-Star and 5-Star Hotels

Program Description

In today's hotels environment, Managers, Associates, and teams must strive for competitive advantage in order to maintain market share, which is not easy in our competitive market. Guests' now place a higher value on quality and service than on loyalty to a brand or Group. Price is not the first determining choice. This program is aimed at managers and asst. managers who are serious about improving the quality and service of product and services practice in their organization.

Learning Objectives (LO)

- Differentiating between SERVICE and SERVICES- relating to other supplementary products and services you provide in your hotel
- What are the different product and services you offer to your guests?
- Understanding the basics of Advertising and its impact towards selling and conquering new guests
- What is Sales? and Marketing? And how does it help us creating loyal guests
- Why GUEST BEHAVIOUR? their expectations and how does it effect our sales
- Dealing with different types of guests
- Understanding Quality expectations
- Understanding our Mission and Goals and its link to guest service
- The pyramid- an exercise, understanding teamwork, mission and cultural diversity in achieving our operational goals.
- Understanding our Values, and relating our Values to guest values
- What is NETWORKING? and its importance in today's people's world
- Product Knowledge and its effects for enhancing service
- Understanding and implementing the Selling Mix (way to sell to your guests in the hotel)
- Situational Selling Role-Plays (these role-plays are video filmed for de-briefing purposes)

Organizational Benefits

From Pre-arrival to Departure, this program is a unique guide that answers most essential questions. How exactly do you deliver on your brand promise? Are you satisfying your guests and engaging your associates? What do you do (or not do) that drives loyalty? How do you sell? What do you sell? It is Sales or is it Service?

This program was developed for HATSS brands.

Audience

Heads of departments, Assistants, Sales associates, Rank & File with selling abilities

This training course is available only to those trainees who successfully went through 'Handling complaints' in the past two years.

Duration:

3 days

Hiring for HATSS: a delicate Challenge

Brands:

4-Star and 5-Star Hotels

Program Description

This program will develop the various hiring issues (cost, Resume, interview, turn-over, putting together a team) as in 'Hiring new associates: a managerial investment'. Because it was designed exclusively for brand, it explains the particularities of hiring for a brand hotel: attention to detail, having the brand 'touch', ability to understand and implement the HATSS VALUES - HBH' concept and values, etc.

Learning Objectives (LO)

- Understanding HATSS ' - HBH and its implications in the hiring process
- Reading and understanding a Resume
- Introduction and understanding teamwork- an exercise
- Understanding mutual and long term benefits of effective hiring
- Understanding and incorporating the brand attitude and Values whilst understanding and analyzing a candidate
- Assessing and analyzing different environmental factors
- How much does an "associate" cost vs. "turnover"
- Understanding the importance of a logical interviewing process
- Diversity? What and Why?
- Understanding the impact of effective Communication during an interview
- Understanding "behavioral interviewing"
- What different steps to follow during an interview?
- Does listening help? Understanding Interactive Listening
- Questioning? How it can help and the different types of questioning techniques
- Using different assessment tools during your interview process
- Negotiating for a win-win situation
- Helping an organization with turnover challenges- your live face-to-face interview (video filming and debriefing session)

Organizational Benefits

Interviewing techniques will give your hotel a strategic focus by allowing hiring managers to integrate job-specific, future-oriented competencies into their interviews. This two day program teaches participants to identify key competencies (characteristics that differentiate outstanding performers from average performers in a given job) and build those competencies into their hiring and selection process in order to attain this strategic focus.

Interviewing for competencies follows a structured format which this workshop takes you through step-by-step ----- the interviewer builds a customized interview format for each individual position based on the duties and responsibilities of the position and identifies the critical skills needed to perform these duties and responsibilities at a superior performance level.

Audience

All management colleagues in charge of hiring (General Manager, Heads of department, Human Resources)

This program is only available for those trainees who successfully went through 'Yearly assessment: a motivational tool' in the past year.

Duration:

2 days

World Class Presentation Skills

Brands:

4-Star and 5-Star Hotels

Program Description

If you are looking to get results from your communication and presentation WITHOUT having to pound your message in to people, than look no further. This program will show you how to communicate so people listen to you, respect you, and take action on your words, may it be written or verbal.

Learning Objectives (LO)

- Understanding Listening Techniques
- Dynamic Presentation Skills and Speaking capabilities
- Different ways of Giving a Speech or a presentation
- Preparing your presentation
- Visual Preparation
- Managing your Management presentation
- Dealing with Stage fear
- Dealing with Speaking fear
- Use of Speaking and presenting Aids, (i.e., flip charts, Power Point, Props, Body Language, etc)
- Formal vs. Informal Presentations
- Techniques for handling presentations (strong beginning, handling questions, analyzing eye-contact, etc
- Understanding your DELIVERY strengths and weaknesses- your presentation

Organizational Benefits

After this course, trainees will be able to efficiently make a presentation in front of a foreign audience. This will know how to use the various tools that exist to win their addressees.

Audience

Any colleague who must be able to make a presentation and/or talk in front of an audience (i.e. budget, sales, etc.)

Duration:

2 days

Increasing Sales in Reservations- Advanced

Brands:

4-Star and 5-Star Hotels

Program Description

The goal of this sales skills program is to drive incremental revenues and measurably impact operational profitability. Hotel's reservations sales professionals will learn and practice contemporary, client-centered sales techniques that will improve the quality of their sales calls and increase the quantity of proactive sales contacts made each day.

Learning Objectives (LO)

- Creating the ultimate guest experience
- Understanding callers behavior and anticipating their needs
- Understanding callers perceptions of “experiencing services” offered by your hotel
- Identifying lost opportunities
- Best prices to build rapport and loyalty
- Optimizing the reservation sales process
- Order taking vs. creating buying environment
- Systematic approach to reservation sales
- Reviewing reservation callers and callers.
- Identifying all opportunities to up sell

Organizational Benefits

This program is not about being able to take a reservation the proper way (that 'ResaVision: booking & selling' teaches), but it is about enticing guests to book more than what they were ready to ask for. This program is an indirect sales booster!

Audience

Anyone in charge of taking bookings (rooms, F&B, etc.).

This training program is only available to those trainees who went through successfully 'Upselling your hotel' in the past two years.

Time Duration:

3 days

Managing Diversity

Brands:

4-Star and 5-Star Hotels

Program Description

More than ever, successful organizations need associates with different backgrounds, beliefs, needs, lifestyles and physical abilities. Failure to work together can destroy productivity and expose your organization to affirmative problems. Use this program to help all associates develop skills to work better with all types of associates and guests.

Learning Objectives (LO)

- Recognize the reality of individual uniqueness
- Identify your opinions and feelings about workforce diversity
- Increase both personal and workplace productivity
- Expand your appreciation of differences
- Identify potential areas of conflict, and gain insights to achieve positive resolution
- Accepting Diversity means. (what's more than gender, religion and background)
- Each individual is unique and different
- Common fears and barriers to diversity
- Communicate effectively with individuals from diverse cultures
- Mentor individuals from different backgrounds
- Build foundations for teamwork
- Communicating and solving conflict professionally
- Illustrate how cultural differences may impact behavior
- Address issues of gender in the workplace

Organizational Benefits

Measuring the results of diversity initiatives will become a key strategic requirement to demonstrate diversity's contribution to organizational performance. Diversity professionals and managers know they must begin to show how diversity is linked to the bottom line in hard numbers. Although interest in measuring the effects of diversity has been growing, the topic still challenges even the most sophisticated and progressive diversity departments.

Audience

All managerial colleagues (General Manager, Heads of department, Supervisors, etc.).

This course is only available to those colleagues who successfully went through 'Cultural awareness' in the past two years.

This course is highly recommended as part of HATSS - KSA local team Development scheme.

Duration:

2 days

Initiation to Revenue Management

Brands:

4-Star and 5-Star Hotels

Program Description

This program is aimed at being an introduction to Revenue (Yield) Management concepts and principles to those who are not familiar with those issues.

Supply and demand is an extremely important concept in hotel operations management.

This program teaches a systematic, strategic approach to the daily challenge of room supply and demand, showing you how to maximize occupancy at the highest room rates while increasing ancillary revenues such as telephone and laundry service.

Learning Objectives (LO)

- Formalized assessment process of key revenue management areas
- Development of a revenue management culture
- Identification and comprehension of the revenue management cycle
- Strategic planning and business thinking
- Strategic pricing
- Inventory management
- Selling strategies
- Forecasting demand
- People and their roles
- Translating sales expertise into accurate forecasts
- Interpreting market intelligence and impacting performance

Organizational Benefits

This program will provide trainees with all the necessary understandings to profitably participate to Revenue Management meetings and contribute to the decision-making process.

Audience

Any associate related to Revenue (Yield) Management issues.

Not being an advanced course, this program is not suitable to seasoned Revenue Managers.

Duration:

3 days

Building your DTH F&B Project

Brands:

4-Star and 5-Star Hotels

Program Description

Within all the brands, a hotel stands-out by its unique Food & Beverage specificities.

This program aims at providing the brand F&B team will all necessary tools to develop an exclusive concept that will make the F&B operation of the brand hotel single out against the competition, therefore fully on-line with brand's policies on that matter: Today, all our guests interact with the food and beverage departments. This course has been designed to give an insight into Building brand Food and Beverage project. This program will provide the managers with the knowledge for effective management of food service operations, while presenting the basic service principles and highlighting the importance of meeting and exceeding the needs of the guest.

Learning Objectives (LO)

- Brand principles and uniqueness
- Understanding Quality Management
- Implementing your F&B Service Management procedures
- Food and Beverage Controls
- Understanding and Implementing Menu analysis and Menu Engineering
- Food Production Principals and Concepts
- Implementing and Understanding your Pricing Strategy
- Marketing your F&B project

Organizational Benefits

After following this program the brand hotel F&B team will fully comprehend the brand's expectations related to Food & Beverage. They will know how to invent a unique model, in line with guests' expectations, yet fully on-line with brand specificities and branding.

Audience

General Manager, F&B Managers, Outlet Managers, Executive Chefs, Organizational Chefs.

Duration:

2 days

Being responsible for BRAND rooms

Brands:

4-Star and 5-Star Hotels

Program Description

Because Rooms division, at large, are the core of the BRAND business, it is important that everyone working in related departments (i.e. Front desk, Housekeeping) understands and masters the brand's specificities in order to provide guests exactly what they're looking for feeling satisfied for working in a brand that is a leader on its market.

Learning Objectives (LO)

- Important Functions & Objectives of managing an BRAND rooms
- Describing the role of the all department in BRAND operations, and explain the importance of effective communication between housekeeping, the front office, engineering, food and beverage and maintenance departments.
- Communicating with your BRAND guest
- Understanding and managing the BRAND price concept
- Selling Simplicity and Comfort to our guest with the "smiling attitude"
- Product Knowledge to ensure guest satisfaction
- Selling, Servicing and answering needs of our BRAND guests
- Courtesy, Standards, and living and working the BRAND concept for our guests

Organizational Benefits

This specific brand training program reflects the Group's commitment, to attracting, understanding and developing high caliber associates by making them work together, with the special BRAND room's concept.

Audience

Rooms division, Housekeeping

Duration:

2 days

Postures and Movements in Housekeeping

Brands:

4-Star and 5-Star Hotels

Program Description

Since there are many motions in cleaning that can be a source of concern, associates should start analyzing one task that seems most likely to cause problems or that already has a history of related injuries in the department. Then, slowly expand efforts to other tasks, to ensure they cover all aspects of prevention.

Learning Objectives (LO)

- Understanding actions and movements to ensure they do not cause undue discomfort or pain
- Improving work place and work station layout
- Working posture of associates, to reduce the possibility of injuries
- Using positive posture and body language whilst dealing with our guests
- Steps to effective postures and bodily movements
- Understanding critical areas of the workplace where injuries have occurred
- Operating with Care, performing tasks (packing, stacking, moving objects) with standard and ultimate care
- Preventing the most common ways in which the injury happens (lifting, holding, pulling)

Organizational Benefits

This course is very important both for associates and the organization. It teaches associates the proper postures and movements to use when cleaning rooms, seating at a desk, carrying heavy objects, etc. By implementing consciously all that is thought in this programs, colleagues will feel better and the organization will reduce work-related illnesses.

Audience

All Housekeeping associates, regardless their position

Duration:

1 day

Postures and Movements in F&B

Brands:

4-Star and 5-Star Hotels

Program Description

Food and beverage service associates are on their feet most of the time and often carry heavy trays of food, dishes, and glassware. During busy dining periods, they are under pressure to serve customers quickly and efficiently. The work could be relatively unsafe if the wrong postures and movements are used. This one day program can help you avoid future injuries.

Learning Objectives (LO)

- Understanding Cultural versus genetic gestures
- Understanding different types of non-verbal communication
- Understanding different types of body language
- Positive VS Negative body language
- Understanding proper movements related to each individual tasks

Organizational Benefits

This course is very important both for associates and the organization. It teaches associates the proper postures and movements to use when preparing food, laying a table, seating at a desk, carrying heavy objects, etc. By implementing consciously all that is thought in this programs, colleagues will feel better and the organization will reduce work-related illnesses.

Audience

All Food & Beverage associates, regardless their position

Duration:

1 day

Managing stress in Housekeeping

Brands:

4-Star and 5-Star Hotels

Program Description

This program was designed after a request made by a panel of Housekeeping colleagues from all brands.

It is a known fact that Housekeeping is certainly the most stressful department of all in the entire hotel: always working in an emergency state in a busy property! This course will teach attendees how to manage their stress while maintaining and/or increasing their efficiency, allowing colleagues to work in much better conditions for an increased guests' satisfaction.

Learning Objectives (LO)

- Knowing Stress? What are some of the physical symptoms of stress?
- How does stress affect behavior
- Understanding and Acknowledging Negative Emotions
- Understanding Guilt and Depression
- Understanding Self-destructive behavior
- Understanding Positive versus negative stress
- Effects of stress on the mind and body
- Identifying and dealing with potential workplace stressors
- Allowing yourself some degree of autonomy and control over targets and remedial actions
- Facilitating and using different styles to deal with different stressful situations

Organizational Benefits

Because there is always a high amount of stress in Housekeeping in a busy hotel (too many rooms to clean, Front desk requesting non-stop for rooms, etc.), this program should almost be mandatory! By implementing what is taught, General Housekeepers will be able to better organize their daily routines, while on-the-floor colleagues will manage themselves more efficiently, thus requiring less effort for a better outcome.

Audience

All Housekeeping associates

Duration:

2 days

Discover your Brand

Brands:

4-Star and 5-Star Hotels

Program Description

The aim of this program is to explain associates the specificities and uniqueness of their brand. It allows them to fully understand brand and management's decisions and allow a better guest service, avoiding over- or under-servicing.

Learning Objectives (LO)

- Understanding What? And Why? of your brand
- History of your brand and its development stages
- Understanding the core mission and philosophy of your brand
- Understanding the Strength of your brand
- Understanding your Brand values are how they are being implemented currently.
- Knowing and implementing the different policies and strategies of the brand in detail
- Understanding the new "Brand Projects" and adapting to new and innovative ways to implement them
- Future of your brand
- Understanding service standards of your brand and its target market (different types of guests)
- Understanding and differentiating your brand with its competition

Organizational Benefits

Taking into account that often guests know better the specificities of each brand better than the colleague working there, this program correct that issue that often create misunderstanding between guests and associates and therefore dissatisfied guests.

Audience

All associates, regardless of their position within the organization.

This course must be part of the induction process.

Duration:

2 days

BRAND: Service Guarantee

Brands:

4-Star and 5-Star Hotels

Program Description

The BRAND 'Service guarantee' program is certainly the system that made BRAND the leading brand in the economy market. It is a mandatory scheme that, if not correctly implemented, could reveal being costly, while, if properly put into service, will make your BRAND hotel a winner.

Learning Objectives (LO)

- What is HATSS?
- The basics of '15 minutes guarantee'.
- To empower and being empowered.
- Understanding guests' expectation.
- Managing a 'Service guarantee' request.
- Making decisions in a win-win state of mind.
- Thriving towards guests' satisfaction.

Organizational Benefits

After this training program, colleagues will fully understand the '15 minutes guarantee' concept, will be able to implement in a positive manner and will understand the win-win concept.

Audience

All associates, regardless of their position within the organization.
This course must be part of the induction process.

Duration:

1 day