

Hotel

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RECRUITERS

Training Summary

This training program is designed for the heads of department and the front-line staff in your hotel. This training will serve as a toolkit to empower your hotel teams to lead, follow, engage and sufficiently execute tasks within their roles and perform responsibilities satisfactorily to the point where your customers can derive the intended value. The ultimate goal is to shape their thought process with regards to the hotel business so that their day to day choices, decisions and engagements in the workplace will convert to value for both the management and the customers and other stakeholders. It is designed to be interactive and engaging for both teams.

TEAM A – HEADS OF DEPARTMENT

1. Basic Elements of Leadership for Hotel Managers

This course will focus on the basic elements essential for leaders to enable them influence their staff to get desired organizational outcomes. This course is tailored to hotels.

2. Common Triggers for Increased Productivity for Hotel Leader

Bearing in mind that the output of a business is majorly determined by the efforts and engagements of the entire workforce, it is important to have leaders who are driving the business. This course will focus on basic skills that hotel leaders need to have to enable them to effectively influence and engage their staff and also drive the hotel business growth so that organizational goals can be achieved easily. This course is tailored to hotels.

Engaging Self-Leadership | Goal Setting - People Management
Emotional Intelligence + DISC Assessment | Building a service culture
The System, Process & Structure | The Power of Doing



3. Basics of Financial Leadership for hotel teams.

This course will equip them to guide their teams to make choices and decisions that influence the financial health of the business. Understanding the numbers and how it affects each dept. and the hotel's P & L/ financial goal. Honestly, if the hotel leadership has a good grip on the activities that drive their numbers, they will be positioned to drive profit.

TEAM B – FRONTLINE STAFF

1. Excellent Customer Experience for Hotels

Satisfying customers is good but exceeding their expectations is what drives repeat patronage and increased customer loyalty. This course will equip the front-line staff not just to serve but to create a memorable experience for customers every time they engage with them in the organization.

- The 7-star mindset
- Understanding the customer
- Time management
- Customer Appreciation
- Service Failure & Recovery (Includes handling customer complains



2. Effective Communication for Frontline Teams

- Verbal Communication
- Non-verbal Communication
- Basics of Business Communication
- Essential Customer service skills
- Customer Service Taboos

EVALUATION

Every training package we design includes an evaluation component. Not only do we evaluate your employees' learning, we ask you and your staff to evaluate us: Did the training meet your expectations? Did it solve a specific problem or problems? What could we do better next time?

DURATION

4 days (training will be scheduled to fit work shifts)

PROPOSED DATE

Tentative

TARGET GROUP

Heads of Dept. & Front-line Staff

TRAINING PLAN FOR HOTEL EMERGENCY ROOM

TRAINING PROGRAMS	AIM/PURPOSE	WHO SHOULD ATTEND	DATES	PRICING
<p>CUSTOMER SERVICE EXCELLENCE & COMMUNICATION</p>	<p>To empower frontline employees who interface with customers with information, skills and tools to serve customers excellently and drive the revenue.</p>	<p>All employees who attend to customers. (both online and offline)</p>	<p>MONTHLY</p>	<p>N/A</p>
<p>WOW SERVICE CULTURE WORKSHOP</p>	<p>To initiate a change in the service culture of the organization and work with the management to create a work environment that enables the employees to offer unbelievable experiences that drive in more customers (through repeat patronage and referrals). BONUS: Free checklist for setting up a referral system to drive in more customers. Free guide to set a manual loyalty program.</p>	<p>All line staff, supervisors and managers</p>	<p>MONTHLY</p>	<p>N/A</p>

TRAINING PROGRAMS	AIM/PURPOSE	WHO SHOULD ATTEND	DATES	PRICING
HOSPITALITY SERVICE IMPROVEMENT PROGRAM	This program offers a step by step sequence that improves the operations of the hotel or restaurant.	All Supervisors and Managers in a hotel or restaurant	MONTHLY	N/A
BUSINESS PHONE COMMUNICATION 101	This class offers the foundational training for communicating with customers and other employees using a phone & intercom within a business environment. It covers external and internal phone communication in the workplace.	All employees	AVAILABLE FOR PURCHASE ON VIDEO or CLASS CAN BE HELD PHYSICALLY	
HOTEL/RESTAURANT BUSINESS REVIEW	Here, we review the entire hotel and or restaurant operations. We cover facility assessment, manpower assessment, customer reviews, mystery shopping service and service quality assessment. We provide a comprehensive report and make recommendations.	Done in partnership with the hotel or restaurant management.	ON REQUEST ONLY	

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HOSPITALITY SERVICE IMPROVEMENT PROGRAM	This program offers a step by step sequence that improves the operations of the hotel or restaurant.	All Supervisors and Managers in a hotel or restaurant.	MONTHLY	N/A
BASIC HOSPITALITY TRAINING FOR SUPERVISORS	To provide skills, tools and information that will improve the supervisor's capacity to lead and drive improved employee productivity.	Supervisors or line managers	MONTHLY	
BASIC LEADERSHIP TRAINING FOR HOSPITALITY BUSINESS EXECUTIVES (SUPERVISORS & MANAGERS/LEADERS)	To provide basic leadership tools and skills for supervisors and managers to enable to lead and run a hotel operations successfully. (includes 1 free goal setting session and a checklist for reporting)	Supervisors, Managers/Leader	MONTHLY	
MARKETING PLANNING/STRATEGY FOR HOTELS & RESTAURANTS	To define tools , templates, create a sales funnel and develop on strategies to market and promote the hotel/restaurant both online and off-line	Front Office staffs, Marketing staffs, Guest Relations, Supervisors, Managers	MONTHLY	

TRAINING PROGRAMS	AIM/PURPOSE	WHO SHOULD ATTEND	DATES	PRICING
FRONT OFFICE TRAINING	Basic Training on how to handle/run the entire front office operations and manage guest relations.	Front-line employees /Front office	MONTHLY	N/A
FOOD AND BEVERAGE SERVICE TRAINING	Foundational Training for Food & Beverage staff highlighting the service sequence, different methods of selling, how to open and close a bar/ restaurant, table service, daily auditing, recording, order taking, etc.	Food and Beverage Staff	MONTHLY	
HOUSEKEEPING TRAINING	Foundational Training for housekeeping staffs	Housekeeping Staff	MONTHLY	
FOOD COST CALCULATOR	This training is a practical hands on class that highlights how to calculate food cost on all your food items (food, pastry,etc) sold in the food & beverage dept in your hotel or restaurant. You will have a copy of your cost list at the end of the session and we also analyse your profit margin on all MENU ITEMS.	F&B Manager, Supervisors, Shift Managers, Ops Manager, Store/Inventory Staff, Kitchen Staffs	(ONLINE WORKSHOP), CAN BE HELPD PRIVATELY ON REQUEST AND OFFLINE CLASSES IN 3 CITIES, UYO, LAGOS & CALABA	

TRAINING PROGRAMS	AIM/PURPOSE	WHO SHOULD ATTEND	DATES	PRICING
REVIEW OR DEVELOPMENT OF STANDARD OPERATING PROCEDURE FOR DIFFERENT DEPTS IN THE HOTEL	Accessing and redefining the structure and processes in different departments in the hotel.	Supervisors & Managers with the external review team	ON REQUEST	N/A
INVENTORY/COST ANALYSIS & BUDGETING	Cost Control and Budgeting Techniques	All store, accounts, supervisors and managers	MONTHLY ON REQUEST	
STAFF TRAINING FOR A NEW HOTEL/RESTAURANT SET-UP ACROSS DEPTS	Training of staff in all the dept for a new hotel project + 2 weeks pre-opening support	All employees	ON REQUEST	
ENGINEERING/FACILITY MAINTENANCE TRAINING	Training of all engineering and maintenance employees in the hotel/ restaurant.	Maintenance/ Engineering Dept		

TRAINING MATERIALS ARE PROVIDED FOR ALL PHYSICAL SESSIONS. ROLE PLAYING AND PRACTICALS ARE DONE FOR MOST PHYSICAL TRAINING SESSIONS. CLASS SIZE - 25 EXCEPT OTHERWISE STATED. ALL RATES ARE EXCLUSIVE OF 5% TAXES. OUT OF COUNTRY CHARGES APPLY FOR TRAINING PROGRAMS OUTSIDE NIGERIA

FOR FURTHER INFORMATION PLEASE CONTACT:

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We are your preferred training partner

