

TEAM LEADER

Training

WHO IS IT FOR?

Current team leaders or supervisors in a variety of hospitality businesses.

WHY DO IT?

Most team leaders have a good grasp of the practical skills. However, many do not have a full understanding of their leadership roles and how they implement them on a day to day basis. This course provides the main principles, and practical "how to" methods.

WHAT IS DELIVERED?

Principles and practices of the role of a team leader/supervisor.

1. Managing your staff
2. Leading staff
3. Coaching staff
4. Monitoring work operations
5. Improving Customer service & revenues

HOW IS IT DELIVERED?

In your venue. One day session of 8 hours. Minimum of 4 participants. Non accredited. Face to face, group discussion, verbal questioning, real world scenarios and practices. Content is kept SIMPLE and SPECIFIC.

BENEFITS TO THE BUSINESS?

Low cost, effective and quick training solution to get your team leaders up to speed with managing and leading staff. No need to attend multiple sessions, no bulky texts, real world and practical methods that can be implemented immediately. Delivered by trainers that have managed & owned their businesses.

WHAT IS THE COST?

\$350 pp incl GST