



for a better tomorrow

Skills Bootcamp in Hospitality Management Learner Journey.

MAYOR OF LONDON



Week 1

Understanding leadership

- Understand leadership qualities and review own leadership qualities and potential.
- Understand leadership styles.

Week 2

Leading and motivating a team

- Know how to Communicate the organisations vision and strategy.
- Learn how to lead and motivate a team.

Week 3

Sustainability & environmental issues

- Sustainability and corporate social responsibility.
- Environmental issues and how they can be managed.
- Constraints and opportunities of an organisations building's in being environmentally friendly.

Week 4

Solving problems & making decisions

- Know how to describe a problem.
- How to gather and interpret information to solve a problem.
- How to evaluate options to make a decision.
- How to plan, monitor and review the implementation of decisions.

Week 5

Customer Service standards & requirements

- The legal and organisational requirements for managing customer service.
- Understand customer service standards.
- Know how to monitor customer service performance.

Week 6

Understand performance management

- Know how to manage performance of individuals in the team.
- Understand the values of assessing performance to meet organisational and individual needs.
- The value of feedback and how to manage underperformance.

Week 7

Sustainability & environmental issues

- Sustainability and corporate social responsibility.
- Environmental issues and how they can be managed.
- Constraints and opportunities of an organisations building's in being environmentally friendly.

Week 8

Health & Safety in the workplace

- The organisations policy and responsibilities for ensuring a safe and healthy working environment.
- Own responsibilities for health and safety in the workplace.

Week 9

Performance management in customer service

- Understand how to manage individuals performances.
- Understand customer service standards.
- Understand the importance of feedback.

Week 10

Final workshop & presentation

- Deliver final presentation.
- Next steps career session.
- Agreement of 1:1 support post completion.