

Hospitality Training Services 2023



Helping hospitality leaders **transform** business **performance** and customer experience through **talent development** and **operational improvements**

podd
consulting

Exceeding Expectations: Elevating the CX Training Programme

Designed for front of house team members to develop the skills needs to deliver **exceptional customer experiences**, everytime.

It is no longer enough to deliver good customer service. As the savvy traveller demands more, we must deliver an **EXPERIENCE**. This training programme has been designed to motivate each individual to personally contribute, in a significant way, to the Customer Experience – **the CX**.

Delegates will learn what your **Customer Journey** looks like, who the customer is, what are their needs and wants and how to create **special moments** at each touchpoint delivering a great CX for every customer. Whether staying for the weekend, for dinner, for a coffee or just a quick drink, the CX trainees will learn how to deliver service excellence to suit that customer.

The programme will cover keys elements of training including getting the basics right, what's your motivation, how to solve problems, managing crisis, handling complaints and how to get from good to great, tailored to the operational workings of your business.



Exceeding Expectations: Elevating the CX

Part 1 - Communication, Confidence and Complaints

- Introduction to the Customer Experience Journey
- Good communication
- Confidence, Motivation and Resilience
- Professional and Personal Branding

Part 2 - Building Team Performance

- Teamwork for Success
- Understanding Your Customer
- Guest Profiles
- Product Knowledge

Part 3 - Delivering Exceptional Customer Experiences

- Exceptional Customer Service (The CX)
- Anticipating Your Customer Needs
- Innovation in CX
- Best Practice in Brand Standards

In-person training - 3 x Half Day Workshops (Max. 12 delegates)

*can be condensed into a One Day Workshop



Empowering Your Team: Enhancing Employee Experience and Engagement



This engaging workshop has been designed to help hospitality leaders and managers develop their Employer Brand, to attract and retain the best talent through improved and innovative recruitment, onboarding, induction, learning and development and employee engagement.

The hospitality industry has faced numerous challenges in recent years, and recruitment and talent development remain an ongoing risk. It is vital that hospitality and tourism businesses adapt to the recruitment landscape by **attracting the best candidates** through a targeted strategy.

At the workshop, you will learn how to showcase your organisation's **unique story** and career pathways to attract new talent, detailing rewards and benefits, while highlighting the company's focus on improving the **employee experience**. You will also gain insights into best practices for onboarding, talent development, and creating a dynamic culture that encourages social interaction and flexibility across all levels.

This workshop will give you and your manager's the tools to transform your organisation and stay ahead of the competition!

In-person training - One Day Workshop (Max. 8 delegates)

Financial Fluency for Hospitality Managers: Mastering the Bottom Line

Designed for department and general managers, this training workshop will enhance the financial understanding and management skills of your hospitality leaders. It is essential for hospitality managers to have a strong financial understanding to enable **informed financial decision making**, ensuring the success of your business. In this workshop, managers will gain the knowledge and skills necessary to effectively manage finances and make data-driven decisions.

Areas of focus will include how to analyse financial statements, create budgets, and **forecast financial performance**. You will also explore various financial management tools and techniques, such as **cost control** and revenue management, to maximize profitability and minimize costs.

Our expert trainers will guide you through the intricacies of managing staff costs and holiday management, as well as cost of sales management, and understanding marketing return on investment. By the end of the workshop, managers will have a comprehensive understanding of the financial aspects of your business and the tools to make informed decisions to maximize profitability.



Bespoke workshops tailored to business requirements
Further details and pricing on application

Leading with Excellence: Executive Coaching and Mentoring



Bespoke coaching and mentoring - six sessions over six month period, tailored to the client specific needs.

Leading with Excellence is our six-month coaching and mentoring service designed to develop the leadership skills of hospitality managers.

Our experienced hospitality and tourism mentors will work closely with your managers to provide guidance and support in a **range of key areas** including recruitment, talent development and people management, financial management, communication skills, business strategy development and creating innovative solutions for your organisation.

We understand that **every business is unique**, which is why our service is tailored to meet the specific needs of your organisation. We will work closely with your managers to identify areas for improvement and create a personalised development plan. Throughout the program, we will provide ongoing support, feedback and guidance to ensure your managers have the tools and knowledge needed to excel in their roles. Our goal is to help your managers become confident, effective leaders who can **drive success for your organisation** while enhancing their own career opportunities.

Investing in the development of your managers not only benefits your organisation but also improves employee satisfaction and retention. Contact us today to learn more about how our coaching and mentoring service can support the growth of your hospitality managers.

Future Hospitality Leaders: Leadership and Management Programme

Designed for department managers, assistants and supervisors to enhance their leadership ability, develop emotional intelligence, to build their confidence and develop skills in key management areas including:

- Leadership to deliver excellence
- Building High Performance Teams
- Sales and financial planning
- Developing exceptional customer experiences
- Confidence to manage conflict and crisis management
- Resilience, motivation and personal development
- Thriving in a digital era to improve operations
- Strategy development and project management

Bespoke in-person training focusing on collaborative adult learning

4 x Full Day Workshops over 12 months

Price and further details on application



ABOUT US

Nora Douds, lead consultant at Podd Consulting, is uniquely placed in Northern Ireland as one of the few operationally experienced hospitality business mentors with a successful track record in hotel management, talent development and in managing transformational change with sales and marketing expertise.

Nora has over 25 years experience in growing and managing hospitality businesses, with particular expertise in enhancing the experience of all - employees, business owners and, above all customers. Since establishing her consultancy business in 2019, Nora has worked with a wide range of organisations and partners to deliver strategic business planning, mentoring, training supported by digital innovation.

Contact: nora@poddconsulting.com

07813 906082

www.poddconsulting.com

