



Agility Hospitality Training

Continuous Improvement Workshop

What is it?

It's a highly interactive & practical workshop which is the first step to embedding a culture of "Continuous Improvement" in the DNA of your business.

Who is it for?

All Supervisors, Managers, HOD's, Senior Leaders, General Managers.

What will they learn?

Your managers will learn how to use simple but highly effective lean tools to simplify everyday processes that will make the job easier for their team and themselves. By identifying this "waste" more time can be spent on more "value-adding activities" to enhance the guest experience, generate more sales, conduct training etc...

The workshop culminates in a process mapping exercise where learners map real life processes from their own workplace, waste is identified and a new, more efficient process is created through collaboration with their colleagues.

Each learner will make a "commitment" at the end of the day, they will choose a process challenge in their own workplace where they will use their new continuous improvement skills to optimise.

Labour Forecasting & Scheduling

What is it?

It's a practical course to help learners find the perfect balance between quality management and labour management. It introduces the learners to the concept of managing payroll by using the productivity metric of "hours per unit".

Who is it for?

All Supervisors, Managers & HOD's who are responsible for creating rotas, Finance Managers, HR Managers, General Managers.

What will they learn?

Managers will learn that labour forecasting is very different to revenue forecasting as it requires volume data (occupied rooms, covers, check-in's etc...) as opposed to revenue to accurately schedule labour and create more efficient rotas.

Learners will be introduced to the concept of managing payroll by using the productivity metric of hours per unit. They will learn practical methods to create better rotas which are better aligned with the peaks and troughs of business levels using the 3's: **"Right staff in the Right place at the Right time"** to service guest demand.

They will learn to use the "forecasting and scheduling cycle" which ensures that a robust methodical approach using data and not just intuition is applied when forecasting, scheduling and monitoring labour utilisation.

5S - Workplace Organisation

What is it?

5S is a methodology that results in a workplace that is clean, uncluttered, safe, and well organized to help reduce waste and optimize productivity.

Who is it for?

All Supervisors, Managers, HOD's, Senior Leaders, General Managers.

What will they learn?

Learners will see how companies around the world have been implementing the 5S methodology for years. Some of the benefits they have realised are improved staff satisfaction, higher quality, reduced cost and safer workplaces.

Learners will be introduced to the concepts, tools, and techniques involved in the practical application of 5S through a series of easy-to-understand modules and exercises.

Your team will learn how applying these steps in their department will "restore order" to an otherwise disorganised and inefficient workspace which causes frustration to staff, inefficient service delivery to guests and higher costs to businesses.