

Leadership in Hotel Operations (LEAD801_HMRCY)



En bref

- > **Langues d'enseignement:** Anglais
- > **Ouvert aux étudiants en échange:** Oui

Présentation

Objectifs

- An introduction into whitbread PLC and Premier inn hotels
- Insight into key performance indicators
- Engagement, recognition and the power of strong conversations
- Inclusive Leadership / diversity + inclusion
- How to deal change

Heures d'enseignement

CM	Cours Magistral	6h
TD	Travaux Dirigés	6h

Pré-requis obligatoires

Aucun

Plan du cours

Day 1

Whitbread PLC / Premier Inn insight, roles / structures

Key performance indicators

Day 2

How to engage your team + the importance of recognition

How to conduct a staff appraisal

Inclusive leadership - Diversity & Inclusion

How to lead change

Informations complémentaires

Responsable du cours : Laura HINSON YATES

Compétences visées

- 1- Whitbread & Premier inn
- 2 - Leading people - Power of a great 121
- 3 - Hotel management - measuring success
- 4 - Leading in a inclusive world
- 5 - The power of engagent + recognition

Infos pratiques

Lieux

- › Chambéry (domaine universitaire de Jacob-Bellecombette - 73)

Campus

› Chambéry / campus de Jacob-Bellecombette