

# Leadership in Hotel Operations



## 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

Leadership in hotel operations - CM	Cours Magistral	6h
Leadership in hotel operations - 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

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## Informations complémentaires

Responsable du cours : Laura HINSON YATES

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## Compétences visées

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

## Infos pratiques

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### Lieux

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

## Campus

› Chambéry / campus de Jacob-Bellecombette