



# Supervisory Training Program for Hospitality Industry Personnel

## Aim

The aim of this program is to provide a new and innovative approach to delivering supervisory training to existing workers within the Hospitality industry. This initiative is proudly supported by Clubs SA.

## Background

Low levels of unemployment, competition from rapidly expanding industries ie mining and an ageing population are combining to make the attraction and retention of suitably skilled and motivated staff in the Hospitality industry, increasingly difficult.

Supervisory staff in particular are feeling the impact of these factors as they struggle to maintain staff numbers, service standards and business profitability, in an environment of significantly increased competition for skilled labour.

The focus of this program is therefore to assist supervisors to meet these very complex challenges, using delivery methodologies designed to cause the minimum amount of disruption to business activity.

## Training content and delivery

The Regency International Centre Hospitality Division (after feedback from industry) will design and deliver a suite of short (up to two hours), intensive, flexible and industry-focused workshops for supervisors covering the following topics:

- Directors/Committee Members' responsibilities
- Industry benchmarking
- Rostering for increased productivity
- Improving the quality of customer service
- Strategies for reducing costs
- Improving employee motivation and performance
- Developing and implementing operational plans
- Sales and marketing; and
- Creating business efficiencies through the use of technology.

These workshops will be offered off-the-job for supervisors across the Hospitality industry, or on-site in workplaces where there is a team of supervisory staff (minimum of 12).

The opportunity will also exist for supervisors to complete work-based projects and assessment tasks (in addition to participating in the workshop series), to gain all (or part of) the Certificate IV in Business (Front Line Management).

## Training outcomes

Outcomes for supervisors involved in this training program will include:

- more productive and efficient ways to roster staff and reducing staff costs
- general workplace relations – ie compliance with awards
- improved skills and knowledge on how to promote products and services and increase sales
- increased stock control
- meeting targets and general budget information; and
- better skills and knowledge in employing staff and retaining them.

## Program cost

The cost of each workshop included in this series will be \$50 per participant. This will include tuition fees and materials. Please note that a minimum of 12 participants will be required for each workshop.

## Contact and registration details

For more information about this program please contact Belinda McPherson, Educational Manager - Regency International Centre Hospitality Division on (08) 8348 4363, or email [belinda.mcpherson@tafesa.edu.au](mailto:belinda.mcpherson@tafesa.edu.au).

To register your interest in one or more of the workshop topics please complete the Registration of Interest Form (overleaf) and fax to Helen Martin, Clubs SA on (08) 8376 2659 by Friday 11 April, 2008.



# tafeSA

Regency International  
Centre for Hospitality,  
Leisure and Food Studies  
Regency Campus

# Registration of Interest Form

## Supervisory Training Program for Hospitality Industry Personnel

Name

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Club

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Position

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Address

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Phone

Hm

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Work

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Mobile

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Email

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I am interested in the following workshops  
(please tick):

- Directors/Committee Members' responsibilities
- Industry benchmarking
- Rostering for increased productivity
- Improving the quality of customer service
- Strategies for reducing costs
- Improving employee motivation and performance
- Developing and implementing operational plans
- Sales and marketing
- Creating business efficiencies through the use of technology

My preferred workshop times are (please tick):

- May, 2008
- June, 2008
- July, 2008
- August, 2008
- September, 2008

Please complete and return by fax to:

Helen Martin, Clubs SA on (08) 8376 2659  
by Friday 11 April, 2008.



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