



# Developing Hotel Management Skills

## *Industry Short Course*

# DHMS

---

## WHO NEEDS TO DO THIS TRAINING?

This two-day workshop is ideal for all levels of management from 'supervisors with potential' through to experienced approved managers and nominees.

## TOPICS COVERED:

The program provides participants with a greater understanding of the hotel as a total business entity and takes an in-depth approach to all business facets from wages and stock control through to profitability factors and promotions.

- **Analysing profitability factors, forecasting and reports**
- **Leadership, effective communication and holding meetings**
- **Training, keeping and motivating quality staff**
- **Rosters, staff policies and procedures, job responsibilities**
- **Handling difficult customers and welcoming complaints**
- **Analysing day-to-day hotel situations and scenarios**
- **Understanding business dynamics**
- **Assessing management skills and responsibilities**

## WHEN & HOW MUCH?

Various Dates

**MEMBERS - \$495.00 per person**  
**NON MEMBERS - \$619.00 per person**

---

**BOOK ONLINE NOW VIA THE QHA SHOP**

[www.qha.org.au](http://www.qha.org.au)