

Creating the Vision - Information Sheet

Course Aim: This 'Creating the Vision' skill development programme aims to assist you to create a vision of where you want to be by 2012 and to plan action to turn your vision into reality.

Duration 1 Day
Timings Registration 9.15am
Start 9.30am – Finish (Approx) 4.30pm

Who is the course intended for?

Managers, owners and supervisors/team leaders within the tourism, leisure and hospitality sector, and which are located in the South East region.

What will I gain from the course?

You will gain essential evaluation skills of how to work out where you are now and where you want to be by 2012.

Creating your vision for 2012.

What does the course cover?

The course will allow you to:

- Create a vision of where you want your organisation or department to be in 2012;
- Create a culture of service excellence;
- Achieve your personal potential to assist you in achieving your vision;
- Upgrade your product to ensure that it meets the needs of current and future customers;
- Develop your team to enable them to assist you to achieve your vision;
- Improve your procedures to ensure that they contribute to customer satisfaction;
- Enhance your promotion to attract more repeat business and new customers;
- Monitor your performance against your goals.

Course Method Classroom Style
Discussion groups
Powerpoint slides
Case studies and activities

Assessment None

Next steps The range of Hosting the World courses is suitable for most businesses to gain the most out of the 2012 Olympic and Paralympic Games.

If you require any further information, please contact:

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