

Reviewing the Performance - Information Sheet

Course Aim: This 'Reviewing the Performance' skill development programme aims to assist you to monitor and evaluate your performance, particularly the delivery of customer service, overcome performance shortfalls and enhance quality.

Duration 1/2 Day
Timings 10.45am registration
 Start 11am – Finish (Approx) 3pm

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 knowledge of measuring and managing performance for your organisation to move forward and to turn a vision for the future into a successful reality.

What does the course cover?

The course will allow you to:

- Measure and manage performance
- Develop key performance indicators to help you realise your vision
- Monitor employee performance
- Tackle performance shortfalls
- Appreciate the benefits of an appraisal scheme
- Set standards for customer service
- Deliver quality
- Aim for continuous improvement

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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