

LEADERSHIP FOR HOUSEKEEPING MANAGERS – PROGRAMME



UK HOUSEKEEPERS
ASSOCIATION

THE GRAND
YORK

Liz Lycette from L&A will be presenting a unique programme for those working in a senior role within Housekeeping operations.

With new content developed from our successful Singapore and Miami workshops earlier in 2024, this practical training enables Housekeeping Managers to lead their team with confidence.

This workshop empowers newly appointed Head Housekeepers, Assistant Housekeepers and up and coming Supervisors to gain skills which will improve business outcomes, advance the performance of teams and enhance customer experiences.

The 3- day workshop is lively and interactive, encouraging participation through interactive exercises, networking and shared experiences.

Upon completion of the workshop participants will have a full action plan and timeline to implement back in their operation.

LEARNING OUTCOMES

DAY 1: LEADING THE TEAM WITH CONFIDENCE

Topics include:

- The art and power of convincing others through preparation, rapport building, and effective communication.
- Identifying team and guest needs, presenting benefits, and gaining commitment.
- Building your personal brand and managing up with confidence.
- Developing assertive behaviour and successful time management skills.
- Motivating people through coaching, training, counselling, and mentoring.
- Managing difficult people and resolving conflict effectively.

- Using open questions, active listening, and expectation talks to improve performance.
 - Quick correction of poor performance and constructive feedback techniques.
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DAY 2: LEADERSHIP THROUGH FINANCIAL MANAGEMENT

Topics include:

- Understanding and managing Capital Expenditure budgets versus Operating Budgets.
 - Reading, analysing, and interpreting the P&L statement (group exercise).
 - Identifying and correcting expense variances, improving monthly results.
 - Cost control tools: managing labour, operating supplies, and contractor costs.
 - Practical budgeting and productivity tools to prepare for the next financial year.
 - Effective stocktaking and cost control best practices.
 - Implementing sustainability initiatives within housekeeping operations.
 - Planning and managing change through proactive leadership.
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DAY 3: LEADERSHIP THROUGH MOTIVATION

Topics include:

- Creating a motivating and secure team environment.
- Encouraging development, variety, and recognition to drive engagement.
- Using delegation as a motivational and leadership tool.
- Applying quality control techniques to maintain high standards.
- Emotional engagement with guests and achieving higher guest satisfaction scores.
- Practical problem-solving using participants' current operational challenges.
- Using training checklists and measurement tools to sustain motivation and quality.