DEVELOPING LEADERSHIP

Online, on demand, with Typsy for your team

Entry Level

- Introduction to leadership
- Emotional intelligence fundamentals
- Teamwork fundamentals
- Effective communication essentials
- Guest experience fundamentals
- Customer (experiential) service
- Interacting with guests
- Training fundamentals
- Profit and loss essentials
- Health and wellbeing in hospitality
- Strengthening resilience

Intermediate Level

- Problem solving and creative thinking
- Rostering management
- Leading and motivating teams
- Time management and productivity for leaders
- Relationships for leaders
- Better food cost management

Advanced Level

- The art of menu engineering
- Improving hospitality business operations
- Optimizing your hospitality business

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