



OPERATIONAL EXCELLENCE

Overview

- BSBMGT517 Manage Operational Plan
- SITXHRM002 Roster Staff
- SITXWHS001 Participate in Safe Work Practices
- SITXMGT001 Monitor Work Operations

Benefits

- Proper control of budget
- Meaningful work for staff
- Reduce compliance risk
- Increase efficiency

Learning Outcome

- This course applies to individuals who manage the work of others and operate within the parameters of a broader strategic and/or business plan.

Target Audience

- Supervisors
- Assistant Managers

Course Duration

- 4 Months

Course Fees

- Rs.60,000/-

FUNDAMENTALS OF EXCELLENCE

Overview

- SITXCCS003 Interact with Customers
- SITXCCS007 Enhance Customer Service Experiences
- SITXCCS008 Develop & Manage Quality Customer Service
- SITXCOM002 Show Social and Cultural Sensitivity

Benefits

- Improve employee engagement
- Enhanced customer experience
- Improve productivity
- Increase profits

Learning Outcome

- This course describes the performance outcomes, skills and knowledge required to deliver fundamental customer service to both internal and external customers.

Target Audience

- Sales & Marketing Executives
- Reception & Front of House Staff

Course Duration

- 4 Months

Course Fees

- Rs.60,000/-

INSPIRATIONAL LEADERSHIP

Overview

- SITXCOM005 Manage Conflict
- SITXHRM001 Coach Others in Job Skills
- SITXHRM003 Lead and Manage People
- SITXHRM006 Monitor Staff Performance

Benefits

- Increase productivity
- Enhance levels of engagement
- Outward mindset
- Manage risks

Learning Outcome

- The course applies to individuals who operate independently and are responsible for leading & motivating people and teams.

Target Audience

- Managers
- Senior Managers

Course Duration

- 4 Months

Course Fees

- Rs.60,000/-

CONTACT US

To apply for "Workplace Skills for Professionals"

Contact: Australian College of Training in Hospitality

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We need to give importance to skill development because this way we can end unemployment.

— Narendra Modi —