SOP MANAGEMENT PROGRAMME

Short Intro: Focus of this 2 (consecutive) day programme is the development of Supervisory and Management skills and techniques relating to the development, implementation and maintenance of Standards of Performance (SOP's)

Context: In order to consistently deliver b*est in class* service procedures, individual and collective service performance must be continually managed, monitored and assessed against agreed performance criteria (SOP's) in order for a business to remain competitive. Adopting a structured approach to this activity will support Supervisors/Management to achieve this and provide many tangible benefits to the business, employees and the customer. Therefore this two day programme has been developed for tourism businesses to assist them to put in place effective and measurable Standards of Performance and equip Supervisors / Managers with the tools and techniques to develop, communicate, implement and measure Standards of Operational Performance within the business.

Objective: To up-skill Supervisors /Managers in the area of developing, communicating, implementing and monitoring Standards of Performance (SOP's within the business with the objective of providing consistent Best in Class service provision.

Location: Delivered at different regional locations. Venues TBC

Delivery: 2 day programme. Can be delivered in house, by sector or as an open programme.

Who should attend: Supervisors / Managers with responsibility for managing staff / teams

Cost: FOC – Failte Ireland are fully subsidising the cost of this training programme

Date: Q4 2017 – TBC

Fáilte Ireland

National Tourism Development Authority

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The programme will be delivered / facilitated by our internal Enterprise Development Operations Team

Day 1 – Full day	Day 2 – Full day
• Introduction to Service Excellence concept & model • Introduction to Standards of Performance (SOP's) • Setting Standards of Performance (hands on) • Managing Standards of Performance • Applying Standards of Performance	• Review of day one • Measuring Standards of performance • Managing Self and Time • Next steps