**Fáilte Ireland**
National Tourism Development Authority

**Developing and Implementing SOP's Programme**

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| **Workshop overview** | The 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). |
| **Why attend** | • 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.<br>• Understanding the importance of adopting a structured approach to developing SOP's to support Supervisors/Management and provide many tangible benefits to the business, employees and the customers. |
| **Location** | Regional locations, nationwide or on an in-company basis depending on availability |
| **Duration** | 2 consecutive days 9.30am to 5pm |
| **Cost** | Currently fully subsidised by Fáilte Ireland |
| **Designed for** | Supervisors/Managers of tourism businesses with responsibility for managing staff/teams |
| **Date** | Scheduled dates can be viewed on the Fáilte Ireland Trade Portal |
| **Content** | **Day 1:** Introduction to Service Excellence concept & model<br>• Introduction to Standards of Performance (SOP's)<br>• Setting Standards of Performance (hands on)<br>• Managing Standards of Performance<br>• Applying Standards of Performance<br>**Day 2:** Review of day one<br>• Measuring Standards of Performance<br>• Managing Self and Time<br>• Next steps |

**Watch out for other workshops as part of the Operational Excellence suite?**

**List workshop names?**

**Accredited Service Excellence Programme**

**Content:**

- Update on Fáilte Irelands' Programme Brands
- Service Excellence (what is it?)
- Customer journey from arrival to departure
- The Service Excellence framework
- First impressions - lasting impressions (have them at hello)
- Customer Engagement – Adding the 'personal touch'
- Managing complaints
- Upselling
- Cultural awareness
- Creating memorable experiences (why this is important?)
- Delivering a fond farewell
- Encouraging customer feedback


**Enhancing Management and Supervisory Skills**

**Content:**

**Day 1:** Roles & responsibilities as supervisors/managers within the business
- Communicating effectively
- Conflict management
- Leadership
- Motivating your team

**Day 2:** The principles and application of Belbin's" team roles explained
- Providing effective feedback on performance/coaching
- Cultural awareness
- Delegation skills