



ILM  
LEVEL

THE MASTER INNHOLDERS  
COURSE: MANAGING TEAM PERFORMANCE  
DURATION: 6 MONTHS

3

Develop the management skills you will need to succeed in the Hospitality Industry and gain a nationally recognised qualification



In partnership with





In today's fast-paced and changing world, managing a team of people to deliver successful results within the Hospitality Industry requires a range of skills and techniques.

As guest expectations increase, resources, people and their abilities become more valuable, margins are tighter and profitability more challenging, the need for the effective management of team performance has never been greater.

- ★ Structured e-learning & networking
- ★ Course only 6 months duration
- ★ Fully supported by experienced tutors
- ★ Learning at your own pace
- ★ Cohorts starting regularly throughout the year
- ★ Regular virtual classroom opportunities

## Fast Facts

### Who is it for?

*This new MIDAS course is ideal for you if:*

- ★ You work in the hotel industry
- ★ You manage a team of people
- ★ Your success relies on the performance of your team
- ★ You get a buzz from working with an engaged and motivated team
- ★ You would like to know how to help your team achieve more.
- ★ You would like to be more effective in managing the people in your team.

### What will the course cover?

Through the course, you will explore and apply the skills of:

Setting clear objectives (for you & your team)

Creating effective action plans

Delegating and allocating work

Managing resources

Using motivation theories to maximise performance

Maximising engagement in your team.

### Our exciting new e-learning model

Enjoy networking and structured learning in a group with like-minded people, fully supported by experienced tutors.

Cohorts starting regularly throughout the year. Much of the learning you can do at your own pace, with regular virtual classroom opportunities to discuss and expand your experience.

*Typically over a 6 month duration your course will consist of:*

- ★ **Registration** where you will have a course introduction, learn about the requirements and access to the content
- ★ A 'Welcome' virtual classroom where you will meet your group and get settled in
- ★ **Structured e-learning** enabling you to work through Module 1 at your own pace
- ★ A pre-arranged virtual classroom for 2-3 hours where you will share your learning with your group and course tutors
- ★ An assignment for Module 1, completed and ready for assessment
- ★ **Completion of Module 2** - in your own time and at your own pace
- ★ A pre-arranged virtual classroom as before
- ★ Assignments for Module 2, completed and ready for assessment
- ★ Course close and celebration

### What will you gain?

*By completing the course and two assignments you will achieve;*

- ★ An ILM Award in Leadership & Management at Level 3
- ★ A MIDAS Certificate in Managing Team Performance from The Master Innholders

### Cost

The cost is **£850\*** plus **£100\*** for ILM Registration and Certificate (\*plus VAT).

Discounted rates are available for multiple bookings from the same organisation.

### Enquiries

Contact:

**hilary@merlin-consultancy.com**

### To book

Bookings to be made either through **www.merlin-consultancy.com**

Or e-mail Dr. Hilary Cooke:

**hilary@merlin-consultancy.com**

