

Smart
Operations
FOR HOTELS



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Fáilte Ireland**



Smart Operations for Hotels



FACE TO FACE EVENT

International experts sharing their innovative strategies and advice on smart operations



ONLINE SESSIONS

90-minute interactive sessions on cost reduction tactics, service delivery reorganisation and tech integration



1-2-1 MENTORING

Expert guidance from a business advisor to address priority challenge and drive measurable impact

Programme Schedule - Hotels



Operational Efficiencies

F&B

Online 16th May
90 Minute Module
for HoDs

Experts

- John Wood
- Niamh O'Shea
- Deirdre McDonald



Operational Efficiencies

Rooms

Online 23rd May
90 Minute Module
for HoDs

Experts

- Oonagh Cremins
- Sandra Gannon
- Tom McDermott



Cost Reduction Tactics

Online 30th May
90 Minute Module
for HoDs

Experts

- Michael Williamson
- Dominika O'Sullivan
- Ross Breen
- Tony Pitts

Programme Schedule - Hotels



1:1 Mentoring

From June onwards

Experts in the following:

- Kitchen/F&B
- Accommodation Services
- Front & back-office optimisation
- Payroll forecasting and rostering
- Technology integration and investment
- Efficiencies in Purchasing and/or contract management

- Upon completion of operational modules GM/Owner will complete an Expression of Interest
- GM/Owner identifies area of focus and top priority to be addressed
- Matched with business advisor in discipline of choice
- Impact measurement will be agreed
- 3 x online mentor clinics with GM/Owner over 3-4 months to implement change
- Business provides impact measurement data to advisor

Next Steps

- Check with our registration team to make sure that you have signed up your operational managers to each of the online sessions
- Registration team will be set up at the desk you signed in at this morning and will be moving around the room at lunchtime
- You can add multiple members of your teams if relevant

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