

Hospitality Services Director according to EFQM

INTRODUCTION

This course has been designed to prepare individuals to perform assessments of their organizations based on the EFQM Excellence Model and RADAR assessment methodology. This course helps create the internal capability and skills required for running a self-assessment program in an organization using different types of tools and techniques. During the course, participants practice using a number of tools, from simple self-assessment to a full award simulation. During the full award simulation, participants are introduced to interviewing techniques to obtain required information and achieve desired results in leadership. Participants are also trained to provide constructive feedback reporting based on the assessment outcome. After the course, participants will be able to decide which tools are best suited to support their organizations and how they can immediately begin implementation.



Date	21 – 25 / April /2025
Location & Time	VIENNA – AUSTRIA 9 am – 1Pm
Language	English
Fees	\$4950 (Each Participant)

WHO SHOULD TAKE THE COURSE

This course is best suited for :

- 1-Director of Hospitality Services.
- 2-Manager of Hospitality Services department.
- 3-Any one who intersected in EFQM Excellence

COURSE OUTLINE

Module	Description
<p>1</p> <p>The EFQM Excellence Model</p>	<ul style="list-style-type: none"> • EFQM Excellence Model elements • The fundamental concepts of excellence • The EFQM Excellence Model criteria • Structure of results criteria • Structure of enablers criteria • The RADAR concepts • Assessing using the model: fundamental concepts and how to applied it in organization.
<p>2</p> <p>Key information and strategic themes and how it using in Hospitality serveries</p>	<ul style="list-style-type: none"> ○ EFQM management document structure ○ Key information – overview ○ Strategic themes ○ Examples on strategic themes ○ Empowering people ○ STIBL’s journey towards excellence
<p>3</p> <p>Applying the RADAR to enablers in Hospitality Services</p>	<ul style="list-style-type: none"> • RADAR – enablers • RADAR – approach • RADAR – deployment • RADAR – assessment and refinement • RADAR questions to enablers

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Applying RADAR
to results in
Hospitality Services

- RADAR results
- RADAR – relevance and usability
- RADAR – performance
- RADAR questions for results

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Assessing using the
EFQM Excellence
Model
&
Site visit simulation

- What is the EFQM Excellence Matrix
- Explore EFQM Excellence Matrix
- Scoring enablers with the Matrix
- Scoring the results with the Matrix
- Examples of scoring (1 enabler & 1 result)
- Reflection and lessons learned
- Workshop approach
- Purpose of site visit simulation
- Example of site visit plan
- Planning the details
- Good interview practices
- The impact of RADAR on interviews
- RADAR assessment & management tool – enablers

LEARNING OUTCOMES

By the end of this course, learners will:

- Describe EFQM's fundamental concepts, Excellence Model and RADAR assessment methodology.
- Apply various self-assessment techniques based on the EFQM Excellence Model.
- Practice these tools and decide which are most suitable for their organization.
- Apply interviewing and assessment techniques.
- Write constructive feedback reports.
- Apply RADAR effectively to produce value adding performance.

DOCUMENTATION

High-Quality material has been prepared by the EBTC team for distribution to delegates.

CERTIFICATES

An Accredited Certificate of completion will be issued to those who attend & successfully complete the program.

SCHEDULE

Our Course timings commence at 09:00 and conclude at 13:00.

