

### **Course 2 – 360° Operations Management**

#### **Introduction**

Striving to achieve operational discipline and excellence is one of the most important contributors to an organization. It is an ongoing journey that organizations continuously tend to maximize in order to improve performances shareholder value.

Module 1 BOH Management

Module 2 F&B Management

Module 3 FOH Management

Module 4 Event & Location Management

Module 5 Customer Experience & Service Management

#### **Find out More**

The continual improvement of hospitality and events services requires high parameters for quality service while performance monitoring of each of the processes shall be through the process' key performance indicators to be competitive on the local, national and international market. 360° path to excellence implements the quality management system in all the processes of hospitality and events to ensure the best customer experience & satisfaction and improve the execution and performance of the work practices across the organization.

Striving to achieve operational discipline and excellence is one of the most important contributors to an organization's sustainable performance and growth.

#### **Learning objectives**

- Manage logistics/operations action plan
- Design, manage, change menu & banqueting planning
- Manage effective alcohol services & promote mixology
- Manage cross-cultural & different event formats, types, layout & equipment
- Select site, accommodation, transportation & inspection
- Manage marketing activity, sales & contract Management

# Pandora

## Management Solutions

### Academy

## Course 2 – 360° Operations Management

### In the specific during the course

Course	Module	Topic	Lesson
360° Operations Management	BOH Management	Director of F&B	Back of House For restauramat Chain
360° Operations Management	BOH Management	Director of F&B	Kitchen Manager
360° Operations Management	F&B Management	Director of F&B	Restaurant Manager
360° Operations Management	F&B Management	Director of F&B	F&B Manager
360° Operations Management	F&B Management	Director of F&B	Holding a Briefing for F&B
360° Operations Management	F&B Management	Director of F&B	F&B Upselling
360° Operations Management	F&B Management	Director of F&B	How to start a successful Food Business
360° Operations Management	F&B Management	Director of F&B	18 Ways To Fill Your Restaurant
360° Operations Management	F&B Management	Director of F&B	Wine Masterclass
360° Operations Management	FOH Management	Room Division Manger	Housekeeping Attention to Detail
360° Operations Management	FOH Management	Room Division Manger	Front Office Managers Workshop
360° Operations Management	FOH Management	Room Division Manger	Front Office Upselling
360° Operations Management	FOH Management	Room Division Manger	Feedback is a Gift
360° Operations Management	Event & Location Management		Manage a request for proposal
360° Operations Management	Event & Location Management		The business drivers of an event and its format
360° Operations Management	Event & Location Management		Experience economy; live theatre as operational model
360° Operations Management	Event & Location Management		Manage site inspection pre,during & after an event
360° Operations Management	Event & Location Management		Terms & condition of a contract
360° Operations Management	Customer Exp. & Service Management		Path to Excellence: from start rate to guest rate
360° Operations Management	Customer Exp. & Service Management		The competitive dvantage of managing multiculturally
360° Operations Management	Customer Exp. & Service Management		How to select a destination and a venue

For the part in the classroom courses will be certificated from our partners Istituto Europeo Terzo Millennio ISO 9001 IAF37 [www.ietm.it](http://www.ietm.it)



### In the specific in our e-learning platform

Course	Module	Topic	Lesson
360° Operations Management	BOH Management		Kitchen Masterclasses
360° Operations Management	BOH Management		Chef Apprenticeship
360° Operations Management	F&B Management		F&B Supervisors Workshop
360° Operations Management	F&B Management		Upselling in F&B
360° Operations Management	F&B Management	Products Knowledge	Coffee Workshop
360° Operations Management	F&B Management	Products Knowledge	Tea Workshop
360° Operations Management	F&B Management	Products Knowledge	Distillery Tours
360° Operations Management	F&B Management	Products Knowledge	WSET Level 2
360° Operations Management	F&B Management	Products Knowledge	Wine and Cocktail Masterclass
360° Operations Management	F&B Management		Food for good, food for brain; best practices
360° Operations Management	F&B Management		Experiential F&B formats to engage participants
360° Operations Management	FOH Management	Rooms Division	The role of coach in hospitality & event operations
360° Operations Management	FOH Management	Rooms Division	Housekeeping Workshop for Porters
360° Operations Management	FOH Management		Housekeeping Workshop for Room Attendants
360° Operations Management	FOH Management		Nuisance Calls
360° Operations Management	FOH Management		Housekeeping Confident Interactions
360° Operations Management	FOH Management		Paint the Room
360° Operations Management	FOH Management		Night Manager Workshop
360° Operations Management	FOH Management		Duty Management Training
360° Operations Management	FOH Management		Creating Incentives
360° Operations Management	FOH Management		Holding a Briefing for Housekeeping
360° Operations Management	FOH Management		Housekeeping Workshop for Floor Supervisors
360° Operations Management	FOH Management		Front of House for Restaurant Chain
360° Operations Management	FOH Management		Quality Service
360° Operations Management	Event & Location Management		Events formats
360° Operations Management	Event & Location Management		Tips for negotiation
360° Operations Management	Event & Location Management		Determine site specifications and design site layout
360° Operations Management	Event & Location Management		Manage Meeting or Event Site

For the E-learning part courses will be certificated from our UK Partner Elamb [www.elamb.co.uk](http://www.elamb.co.uk)



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