

Effective Duty Management

An effective duty manager is knowledgeable, capable and shows confidence to deal with everything a shift would throw at them.

The best way to develop this confidence is to ensure your duty managers feel able to deal with every situation.

A confident duty manager can inspire employees in the frontline and be an ambassador for your business when dealing with guests

'On – Duty' complements the core training you give to your duty managers regarding day to day operations and health & safety by increasing their personal skills and creative thinking reducing the opportunity of guest interactions with negative outcomes

- The DM effect, body posture, eye contact, voice tone, grooming
- Model behaviours
- Implementing property policy consistently and effectively
- Floor walk and introductions for shift hand over
- Communications
- Customer Care, being seen, guest interaction, small talk, being knowledgeable, VIPs
- Complaint handling and follow up
- Your role as motivator and leader
- Time and task management
- Delegation with appropriate controls and checks
- Handling difficult situations
- Conflict situations internal and external
- Hosting team meetings

On Duty



'Nurturing Talent, Delivering Success'