

# HOD Assessment & Development Plan – 10am – 4pm



The purpose of this one-day module is to:

1. Rationalise and celebrate current HOD strengths.
2. Develop an individual action plan for departmental development.
3. Address potential job description erosion/distraction/obstruction.
4. Establish a commercial departmental base with forward planning.
5. Establish a departmental vision, mission statement and values.
6. An online validation or study course is available post module delivery.

## Self-assessment study period.

(Used in conjunction with best practice definition sheet)

Roles	
1	Manage all departmental and day-to-day operations within budgeted guidelines and to the highest standards.
2	Be aware of your cost and revenue impact on the P&L on a week by week basis. Wages/Rotas/Costs/Sales.
3	Preserve excellent levels of internal and external customer service.
4	Identify customers' needs and respond proactively to all of their concerns.
5	Lead your team by assisting your GM in attracting, recruiting, training and appraising talented personnel.
6	Establish targets, KPI's, schedules, policies and procedures for yourself and your team.
7	Provide a two-way communication and nurture an ownership environment with emphasis on motivation and teamwork.
8	Comply with all health and safety regulations.
9	Report to management regarding sales/cost results and productivity.
10	Demonstrate progressive leadership through the empowerment of a productive team.
11	Fulfil constant and productive training and development sessions.
12	Contribute richly and professionally to the ongoing success of the hotel.
Requirements	
1	Proven experience in your department.
2	Confident working knowledge of relevant computer software programs (MS Office, restaurant management software, POS etc.)
3	Ability to anticipate and resolve problems efficiently and effectively.
4	Mastery in delegating multiple tasks.
5	Effective communication and leadership skills.
6	Up to date with national and international best industry departmental practices and trends.
7	Ability to manage personnel and meet financial targets.
8	Totally guest-oriented and performance orientated.
9	Industry qualifications within your chosen field. The interest to achieve more.
10	A structured track record of nurturing talent and developing professionals.
11	Ability to be flexible and to lead your team by example.
12	Strategic planners. Getting ahead of the game and taking your team with you.

All materials are provided on the day. Maximum of 20 Delegates. GM's welcome to participate during afternoon session. AV Equipment required. 30 Mins for lunch.

