



## Excellence in Resort and Hotel Management

**From the moment you step** onto a hotel or resort property, you know that you have entered into a distinct and self-contained world. The complexities of managing all of the processes, systems and supply chains that routinely have to interact to create a desired and often promised outcome can be a daunting challenge.

- **Labor:** Sourcing, training, scheduling, and managing.
- **Revenue:** Meeting budgeted sales, increasing wallet share, and maximizing revenues.
- **Cost Control:** Efficient and effective resource utilization, eliminating waste in processes, and developing value added procurement practices.
- **Customer Satisfaction:** Delighting customers, rapid and effective complaint resolution, proactive management practices, and enhanced customer value.
- **Cleanliness & Maintenance:** Establishing best practices and routine auditing for compliance. Implementing total productive maintenance (TPM).
- **Risk Management:** Ensuring the safety of guests, the public and staff by identifying and managing risk associated with all aspects of property interaction, activities and external sources.

Regardless of how well-designed, all processes and systems are subject to variation, and when not controlled, this same variation can result in disastrous consequences. An effective response to this risk is by adopting best practices in process management, risk management, and a culture of continuous improvement at every level of operations.

It is no surprise that a growing number of successful, global hospitality chains including Marriott, Starwood Resorts, Ritz-Carlton, and Wyndham Worldwide are adopting Lean Six Sigma as their primary vehicle for business excellence.

Leveraging our expertise and experience in this field, RPM-Academy offers a unique series of programs and courses for hotel and resort management that includes;;

- ☑ Lean Six Sigma Fundamentals for Hotel & Resort Management
- ☑ Improving the efficiency and effectiveness of hotel and resort operations
- ☑ Mapping and optimizing key processes
- ☑ Establishing and Sustaining Standard Work
- ☑ Managing Risk Using Failure Mode and Effects Analysis
- ☑ Improving process control and managing process variation
- ☑ Managing Process Capability
- ☑ Engaging High Performance Teams
- ☑ Rapid Problem Solving and Root Cause Analysis
- ☑ Lean Improvement Techniques for Hotels & Resorts
- ☑ Implementing Total Productive Maintenance (TPM)



**RPM-Academy** offers a range of customizable programs in both English and Spanish for organizations and individuals seeking to acquire essential skills in Excellence in Hotel and Resort management. Programs can be delivered via a blend of live, virtual classroom instruction, self-paced independent eLearning and/or traditional onsite “brick and mortar” training.

For more information on this program and to explore options that might be best for you, please contact RPM-Academy where a faculty advisor can answer your questions and provide more information on our programs.

