CORE CONCEPT

Shift Leadership and Team Performance Management Course for Hotel Supervisors

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Introduction:

Hospitality leadership and team performance management for supervisors is a 1-week course for department heads, assistant and outlet managers and shift supervisors in guest-facing teams, ending with a Team Performance and Coaching Plan for their own department. Guest scores and productivity slip when shift leaders set unclear expectations, avoid feedback and leave under-performance and conflict to grow. Nominees already run shifts or lead a section, and teaching is by role-play of briefings, coaching and performance conversations. CoreConcept Training Center delivers this hospitality leadership course.

Course Objectives:

- Assess team performance in a guest-facing department using guest scores, productivity data and a leadership self-assessment
- Set clear job standards, team KPIs and individual goals linked to guest scores and productivity
- Lead pre-shift briefings, observe service and coach team members during and after service
- Give specific feedback, delegate tasks and plan cross-training within the department
- Handle under-performance and conflict through improvement plans, review meetings and documented follow-up
- Produce a Team Performance and Coaching Plan for the participant's own department

Target Audience:

- Department heads responsible for guest scores and productivity in front office, housekeeping or food and beverage
- Assistant department managers responsible for daily team supervision and performance follow-up
- Outlet and restaurant managers responsible for leading service teams through peak periods
- Shift supervisors and duty managers responsible for briefings, floor control and on-shift coaching
- Team leaders newly promoted from frontline roles who now manage former peers

Course Outline:

Day 1: The Supervisor's Role in Hospitality Team Performance

- Supervisor Role Shift From Doer to Team Leader
- Leadership Styles for Shift-Based Multicultural Hotel Teams
- Team Performance Drivers in Guest-Facing Departments
- Guest Score and Productivity Data Read by Department
- Current Team Performance Baseline and Leadership Self-Assessment

Day 2: Performance Standards, Goals and Team KPIs

- Job Standards and Performance Expectations for Frontline Roles
- Team and Individual KPI Setting Linked to Guest Scores
- Productivity Measures for Front Office, Housekeeping and Restaurants
- Goal-Setting Conversations and Written Performance Agreements
- Team Performance Board Design for Daily Shift Use

Day 3: Leading the Shift Through Briefings and Coaching

- Pre-Shift Briefing Structure and Daily Huddle Routines
- Floor Observation Checklists for Service Behaviours
- In-the-Moment Coaching During Service Peaks
- Feedback Conversations Using Specific Behavioural Examples
- Delegation and Cross-Training Plans Within the Department

Day 4: Under-Performance, Conflict and Motivation

- Under-Performance Diagnosis by Skill, Motivation and Process Causes
- Performance Improvement Plans With Agreed Review Points
- Conflict Handling Between Team Members on Shift
- Recognition and Motivation Practices for Frontline Teams
- Performance Review Meetings and Documentation Standards

Day 5: Role-Play and the Team Performance and Coaching Plan

- Role-Play Pre-Shift Briefing With Peer Feedback
- Role-Play Coaching and Feedback Conversation on Shift
- Role-Play Under-Performance and Improvement Plan Meeting
- Department KPI Board and Recognition Plan Build
- Team Performance and Coaching Plan Completion and Presentation

Skills You Will Gain:

- Shift Leadership
- Team KPI Setting
- Pre-Shift Briefing
- On-Floor Coaching
- Behavioural Feedback
- Delegation and Cross-Training
- Performance Improvement Planning
- Workplace Conflict Handling

Why Attend This Course:

- Deliver a Team Performance and Coaching Plan to the department head, the general manager and the HR partner
- Decide which team members need coaching, cross-training, recognition or an improvement plan from performance evidence
- Avoid falling guest scores, repeated service errors and unresolved conflict that drive turnover in frontline teams
- Share briefing formats, observation checklists and feedback routines with fellow supervisors

Conclusion:

Back at work, the participant shares the Team Performance and Coaching Plan with the department head, the general manager and the HR partner. They use it to agree team KPIs, set the coaching and cross-training schedule and approve any improvement plans or recognition actions. After the first month, the unit should compare guest scores, productivity measures and attendance with the baseline, check that briefings and coaching happened as planned and adjust targets or support where the team has not moved.

Frequently Asked Questions FAQ:

What should participants know before a hospitality leadership and team performance management course?

Participants should already lead a shift, section or department in a hotel, restaurant or resort. Bringing anonymised guest scores, productivity figures or a recent performance review from their own team makes the role-plays and planning directly useful.

How does hospitality leadership and team performance management differ from a hotel general manager leadership course?

General manager courses address hotel strategy, positioning and property-wide performance. This course works at department and shift level: setting team KPIs, running briefings, coaching on the floor, giving feedback and handling under-performance and conflict in guest-facing teams.

Why do pre-shift briefings matter in hospitality leadership and team performance management?

Pre-shift briefings align the team on the day's business, guest needs, priorities and standards before service starts. Kept short and regular, they let supervisors share results, recognise good work and correct issues early, which supports consistent service.

What do participants take back from the hospitality leadership and team performance management course?

Participants take back a Team Performance and Coaching Plan with team KPIs, a briefing routine, observation checklists, coaching and cross-training schedules, improvement plan templates and a recognition plan they can apply in their own department.