

AA Quality Awareness Workshop

Course overview

This workshop focuses on that all-too-important attention to detail within all areas of your establishment to meet stringent industry standards. Ideal for all the team in terms of training as it introduces the notion of quality, not a specialism. This workshop focuses on the attention to detail needed within all areas of the establishment in order to meet stringent industry standards.

*Delegates will receive an attendance certificate after the course

About the course

- To increase the quality of all aspects of hotel-keeping
- To reinforce best practice standards
- To understand the key aspects of good service and hospitality
- To gain knowledge of variations in quality of furnishings and decor
- To learn how increased quality fits with the AA Quality Standards
- To motivate your team for success through the eyes of your customers



Who should attend the course...

All team members who have an influence on the quality of your business

Workshop topics

- **Quality**
 - What quality is and what it means
 - There are markets for different levels of quality
- **Benchmarking – what it means to you and your establishment**
 - How the star rating assessment is linked to quality
 - The key aspects of Quality
 - How marks are gained and lost; and how opportunities can be maximised
- **Inspection of Bedrooms, Bathrooms and Cleanliness**
 - A range of bedrooms, bathrooms and cleanliness is assessed and scored. Group discussion and feedback
- **Food**
 - Food tasting, feedback and discussion – what are the fundamental elements of good quality cooking.
- **Hospitality & Service**
 - Role play is used to generate a discussion on best practice hospitality and service in the first guest welcome.
- **Quality Comparisons**
 - Delegates are given an opportunity to examine and understand the different levels of quality of various hotel-connected items.

*The course content is subject to change

Who will be carrying out the course?

The AA Quality Awareness Workshop will be led by one of the AA's experienced and professional inspectorate team.

BOOK NOW!

To book call **01256 844455** or email
Hospitality.Solutions@theAA.com

This course is also available for private bookings for individual hotel and restaurant groups

View www.AAhotels.com/Hospitality-Solutions for information on our full range of training and consultancy services.