

Catering service Cleaning service

Supervisory skills for team leaders

31 May 2012, Manchester



Catering and Cleaning service – supervisory skills

Introduction

APSE training is offering a one day skills development event to all team leaders within the Catering and Cleaning service.

This event will explain what is meant by team leadership and team building, and give direction to supervisors in developing staff to provide an improved front line service.

The course will also consider the issues faced by supervisors in the challenging times for the service sector including, customer service, competitors, healthy eating, and health and safety.

Outcomes:

- Appreciate what skills are required in supervising staff
- Examine the issues facing the catering and cleaning service
- Understand the role of a team leader and discover your natural style
- Identify the strengths and weaknesses in your team
- Recognise your role in developing staff
- Stepping up the challenges
- Taking action to improve customer service and performance

Who Will Benefit?

Those who are looking to develop or refresh their supervisory skills

- Team leaders
- Supervisors of cleaning/catering staff
- Front line managers new to responsibility

Trainer

The sessions will be delivered by Jan Kennedy.

Jan Kennedy- APSE training

Jan Kennedy is the Principal Trainer for APSE and has responsibility for the learning, skills and development arm of the Association - APSE training. Jan has a background in training and development, firstly as an executive training officer in central government where she gained her CIPD in Training & Development.

She moved to local government in 1999 where she joined Liverpool City Council as a member of the corporate training team. Jan has experience of managing and delivering a wide range of training and development including Liverpool's One Stop Shop training programme.

Prior to joining APSE Jan managed the Lifelong Learning Employability curriculum in Adult and Community Education. Jan holds a Certificate in Post 16 Education and a CLAIT Advanced in ICT.

Jan is also qualified in level A and level B psychometric testing.

Since joining APSE Jan regularly delivers training on a range of topics including Project Management, Leadership, Supervisory skills (across service sectors), Managing Change, Negotiation Skills, Time Management, Marketing, Lean Thinking, and Service Level Agreements. Jan works in partnership with Hull University to deliver training modules to lunchtime supervisors. Jan also co-delivers on the current Master Classes on Health and Safety Issues, Public Sector Scorecard and Prince2 overview for Senior Managers.

Jan can be contacted at e-mail address at: [jKennedy@apse.org.uk](mailto:JKennedy@apse.org.uk) or by telephoning her on either 0161-772-1810(Office) or 07764-252-107 (Mobile)

What's included?

Course fees include delegates' documentation and course material including case studies, suggested practices and appropriate toolkits and templates, lunch and refreshments. Please note that the fee does not include hotel accommodation. Hotel information is available from the APSE secretariat on request.

Duration

1 day event: Start time: **9.30 am** Finish time: **4.30 pm**

Please note this event can be delivered in-house for the cost effective rate of £1198.50 + vat (and low cost trainer travel)

Up to 20 of your staff may attend and APSE training welcomes local authorities sharing the cost with a neighbouring council.

If you wish to take up this option APSE training will manage all associated admin on your behalf.

Dates and timings of delivery will be negotiated in accordance with service requirements.

Course Outline – Catering and Cleaning supervisory skills

9.15 -9.30

Registration

Domestics, Objectives and Ice Breaker

Supervision and Leadership

- What is required from you as a supervisor
- Role models of leadership
- Leadership v Management

Catering and Cleaning

- What are the current issues
- Tasks – how do we approach them?

10.45 -11.00

Morning Break

The role of a Team Leader

- Team Building
- Identifying strengths and weaknesses

12.30 -13.30

Lunch Break

Customer Service and Catering/Cleaning

- Who are the Customers
- The impact of good service
- Managing performance

Health and Safety in Catering/Cleaning

- Risks and Hazards
- Supervision and monitoring

Time Management

- Prioritising the tasks

14.45 -15.00

Afternoon Break

Supervisory Tips on.....

- Problem solving
- Dealing with change
- Listening skills
- Learning styles
- Job appraisals

16.00 – 16.15

Evaluations, Certificates and Close

For official use:
 Del No:
 Date:
 Database: Y / N
 Confirmation: Y / N

Catering and cleaning service – Supervisory skills booking form

Contact name: _____ Employer: _____

Address: _____

Post code: _____ Telephone: _____

Email: _____

Delegate name	Job title	Email address

Please state if delegates have any special requirements (dietary/access/information in alternate formats):

Please tick your choice of date

31 May 2012 Manchester

Booking information: APSE will take bookings up to 24 hrs prior to the course, subject to availability. You are however advised to book early to secure your place and avoid disappointment.

Please note: places on the sessions will be strictly limited to a first come first served basis. Provisional reservations for places are not accepted on this form.

APSE members:
 1 delegate: £139 + VAT per delegate per course
 3 or more delegates £119+ VAT per delegate per course
(Discount only applies to delegates attending same date)

Non members: per delegate £225 + VAT

Please quote your purchase order number (if appropriate):

Booking confirmation: APSE training issues a written confirmation letter to the 'contact name' for all delegate bookings received. We **will not** send confirmation to each delegate named on the booking form, unless this has been requested in writing. Should the 'contact name' not receive a confirmation letter by post within 10 working days of sending the booking form, then please contact APSE training on telephone: 0161 772 1810.

Cancellation charges: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to jclough@apse.org.uk or fax to 0161 772 1811. Cancellations must be made in writing at least 10 working days before the event and will incur a £50 administration fee. No refunds can be given for cancellations received less than 10 working days before the event or for non-attendance. Booking transfers will only be acceptable, if there is availability on another date for the same course, and will incur a £50 administration fee. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. APSE training regrets we cannot accept any liability for associated transport or hotel costs in the event of course cancellations made by us. The organisers reserve the right to make changes to the programme, speakers or venue should this become necessary.

Please return completed form to:

APSE – 2nd Floor Washbrook House, Lancastrian Office Centre, Talbot Road,
 Old Trafford, Manchester, M32 0FP.

Tel 0161 772 1810 – Fax 0161 772 1811 - Email: jclough@apse.org.uk - Web: www.apse.org.uk



INVESTOR IN PEOPLE