

## Supervisor Skill Development Bootcamp for Hospitality, Recreation, and Tourism Professionals

Friday, April 5, 2019 from 2:00 pm to 6:00 pm

Saturday, April 6, 2019 from 9:00 am to 4:00 pm (includes working lunch)

Most people naturally want to do a good job. Successful managers recognize this fact and seek to channel staffs' effort in ways that will maximize the benefit to the business. Move valued staff into management positions by teaching them to communicate effectively, motivate employees, resolve workplace conflicts, and gain the respect, trust, and support of staff. By the end of this intensive bootcamp, new supervisors will gain the level of self-awareness needed to be successful as leaders. As a result, they will fulfill their responsibilities to senior management as well as the staff they supervise while impacting the bottom line.

### **Focus areas include:**

- Effective Communication
- Problem Solving and Conflict Resolution
- Orientation and Training for staff
- Motivation and Team Building
- Staffing and Scheduling
- Improving Employee Performance
- Effective Management Techniques
- Leadership
- Time Management
- Managing your former peers

### **Here's what former participants have said about the class:**

"Given me a new sense of vigor and a sense of importance about my job."

"Learning how to best go above and beyond especially when a guest is experiencing an issue is important. Being able to cultivate that skill in staff is critical."

"I now understand how my team members think about certain topics. I was able to get more suggestions on how to handle some situations."

"Very informative and practical."

"We are all a team with the same goal -providing memorable guest experiences!"

### **Who Should Attend:**

Supervisor Skill Development Bootcamp helps new managers and team leaders or those with little formal supervisor training maximize their effectiveness and better understand what it takes to build, develop, and grow exceptional team work.

**About The Instructor:**

James Noyes

Assistant Professor, Mountain Recreation Management at Northern Vermont University

James Noyes joined the Mountain Recreation Management (MRM) faculty after spending more than 20 years working in the recreation and resort industries. James gained industry experience by leading many ski area departments including ticket sales, ski school, ski/snowboard rentals, guest services, and the season pass office. In addition to winter operations, James developed and managed summer mountain operations including managing golf shop operations and golf clinics, teaching fly casting clinics, guiding & hiking, archery, and canopy tour/zip line activities. His professional experiences have endowed him with a keen practical understanding and a thoughtful, holistic approach to business management philosophy, fiscal responsibility, and the guest experience.

James is currently in the process of completing his doctoral degree with a concentration in Learning, Leadership, and Community.

**Cost:** \$ 424

Includes 11 hours of instruction from an expert in the field, American Hotel and Lodging Educational Institute Supervisory Skill Builder workbooks series of nine books, catered lunch on Saturday, 4/5, an application to sit for the "Certified Hospitality Supervisor" exam (additional requirements and fees apply).

**Location:**

[DoubleTree by Hilton Burlington Hotel](#) (formerly the Sheraton Burlington Hotel) located at [870 Williston Rd in South Burlington, Vermont.](#)