

December 22, 2012

General Manager
Infantry Hotel
Bangalore

Dear Member

Sub: SIHRA PDP on “Managerial Effectiveness” at Bangalore on 02nd February 2013

We are happy to inform you that once again SIHRA is bringing a Professional Development Programme (PDP) to Bangalore on yet another topical subject “Managerial Effectiveness”. Details of this programme are as follows:

<u>Day/ Date</u>	<u>Time</u>	<u>Venue</u>
02 nd February 2013 (Saturday)	09.00 A.M. to 5.30 P.M	Royal Orchid Central Hotel # 47/1, Dickenson Road Manipal Centre Bangalore – 560 042 (Tel: 080-2558 4242)

Participants Profile:

Managers and Supervisors

Course Fee (inclusive of Lunch):

a) For Hotel Members having more than 100 Rooms	: Rs 2000/-* per participant
b) For Hotel Members having less than 100 Rooms	: Rs 1500/-* per participant
c) For Restaurant Members	: Rs 1500/-* per participant

** Plus Service Tax @ 12.36% i.e. for a) Rs 248/- b) Rs 186/- c) Rs 186/-*

Accommodation and Transport:

The above course fee excludes Accommodation and Transport. All participants are kindly requested to make their own arrangements for the same.

Registration and Payment procedures:

All nominations should be accompanied by a duly filled up Registration form and a Demand Draft towards Course Fee drawn in favour of **SIHRA payable at Chennai** to reach our office latest by 21st January 2012.

Please utilise this opportunity provided by SIHRA for enhancing the professional skills of your valued personnel. At the end of the programme the participants will be awarded a Certificate by SIHRA.

Best wishes for the New Year!

Yours truly

For South India Hotels & Restaurants Association

Sudheer Nayar
Secretary General

SIHRA PROFESSIONAL DEVELOPMENT PROGRAMMES

Workshop on “Managerial Effectiveness”

(Saturday 02nd February 2013 at Bangalore)

About the Programme

Objective: To guide potential and current managers to work SMART with a holistic approach rather than in silos. To develop realistic action plans translating their learning into results.

Perspective: Liberalization, Privatization & Globalization along with the Internet age have changed the rules of business drastically. Customers are now more knowledgeable and their expectations have increased in terms of Quality, Service and Delivery.

Attracting and retaining good talent is a challenge due to increased job opportunities and today's manager has to produce extraordinary results using ordinary resources. SIHRA's Workshop on Managerial Effectiveness tackles these issues.

Major Themes:

- Roles and Responsibilities of the Manager
- Skills of an Effective Manager:
 - Self-Starter and Motivating Others
 - Decision Making and Problem Solving
 - Product Knowledge and Handling Competition
 - Managing Time
- People Skills:
 - Effective Communication

- Importance of Delegation and Empowerment
- Coaching and Mentoring Skills
- Identifying the Strengths and Weaknesses of Team Members
[Dead-Wood, Work-Horse, Unutilized Talent & Star]
- Grooming talent
- How Hard work, only when combined with SMART work can create Stars
- Team Building to change Work Groups into Effective Teams
- Difference between a Manager and a Leader
- Developing Active Followers
- Pareto Principle: Identify those 20% activities that can give 80% results
- Growth to the next level of competency

Methodology: The program is highly interactive and experiential containing a judicious mix of Role Plays, Case Studies and Structured Exercises with participant presentations. At the end, the participants will develop an action-plan to translate the learning into implementation.

Duration: One Day

SIHRA Professional Development Programmes

“Managerial Effectiveness”

(Saturday 02nd February 2013 at Bangalore)

TRAINER PROFILE

RAJAN PARULEKAR is the founder of Paradigm Trainers established in 1995 and has trained till date over 500 organizations in India, Middle East & the Far East. An Electrical Engineer from V.J.T.I., Mumbai with an MBA in Human Resources, Rajan has recently authored a book on *Contextual Selling®: A New Sales Paradigm for the 21st Century*. He has designed, developed & conducted Public Programs, In-house programs and Web-based programs on various behavioural and sales programmes. His passion lies in helping individuals actualise their potential.

RAMIAH DANIELS has over two decades of operational expertise in the Hospitality Industry, including significant tenures with 5 star luxury brands, chiefly Oberoi Hotels, Leela Palaces & Resorts and Bharat Hotels. He is a graduate in Economics and an alumnus of the Oberoi School of Hotel Management (now OCLD). His nurturing and creative management approach has won him much loyalty and respect from teams he has led in the past. This

has further fuelled his passionate desire to mentor outstanding hoteliers with professionalism, passion & integrity for their jobs.

THEIR COMPANY - HOSPITALITY PARADIGM - was launched in Bangalore with the purpose of introducing customised training programs for the continuously evolving hospitality industry, believing that highly motivated executives are not only an important asset to an organization but in also helping their employers to develop and retain a strong competitive advantage. Hospitality Paradigm's vision is to pioneer hospitality specific behavioural training programs for operational excellence, to develop leaders within the hospitality industry and to foster the spirit of ethical integrity.

Registration form

SIHRA Professional Development Programmes

Programme	:	"Managerial Effectiveness"
Venue	:	Royal Orchid Central Hotel, Bangalore
Date	:	Saturday, 02 nd February 2013
Time	:	09.00 A.M to 5.30 P.M
Trainer	:	Mr Ramiah Daniels & Mr Rajan Parulekar

Name

Designation/Department

Details of SIHRA Member:

☐ Name of the SIHRA Member -----

☐ Address & Phone no/s -----

☐ Name of the Authorised Signatory -----

☐ Designation of the Authorised Signatory -----

☐ Signature/Seal of the Authorised Signatory-----

Phone:

Fax:

E-mail:

Details of Payment:

Demand Draft for Rs..... in
favour of SIHRA payable at Chennai is enclosed herewith.