

## Logistics, car services and hospitality

Supply Chain & Logistics  
Malaga (Spain)  
13 - 17 Jan 2025

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## Logistics, car services and hospitality

**Ref:** 321636\_142656 **Date:** 13 - 17 Jan 2025 **Location:** Malaga (Spain) **Fees:** 4400 **Euro**

### Introduction

Hospitality has become an essential and leading criterion for excellence in performance provided by the best institutions in terms of quality, safety and service. It is a journey that can take the organization to the top if it is effective. As for the opposite, it may also have a negative impact on the organization's reputation and sustainability.

This course provides participants with the knowledge and skills to design and implement a framework based on logistics, automotive services and hospitality to improve the overall performance of their organization.

### Objectives of the Logistics, car services and hospitality

- Attract and engage employees who focus on automotive and hospitality services
- Building a Service Level Agreement SLA to provide the best and most efficient internal services
- Identify and address the different needs of different stakeholders
- Designing a framework that drives hospitality
- Learn about modern trends and practices in the management of automotive and hospitality services

### Logistics, car services and hospitality Outlines

#### Day 1

##### Fundamentals of service and hospitality management

- Key concepts
- Core Competencies
- Roles and responsibilities

#### Day 2

##### Facilities strategic planning

- Facilities management strategic options
- Outsourcing facility jobs
- Facility location

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- Site standards considerations

### Day 3

#### Car services

- Major issues
- Take advantage of the domain
- Stakeholder management
- Balancing the logistics of car services

### Day 4

#### Attracting and engaging employees who focus on hospitality

- Attributes and benefits of a committed workforce
- Strategies for recognizing employee commitment to business development
- Promote employee engagement

### Day 5

#### Build consensus, commitment and collaboration

- Principles of ethical leadership
- Ethical dilemmas faced by leaders
- Define consensus building techniques
- Describe how you will secure commitment and collaboration for your change initiatives
- Explore the stages of effective change management
- Creating healthy cooperation and communication between departments

#### Organizational Communication Leadership

- Control and deal with rumors
- Dealing and managing office policies
- Four grapes series
- Leading cultural change
- Transparency in the Organization: How Far Should We Go?
- Choose the right channel to get your message across
- Communicate and drive your organizational vision, mission and values

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