OPERATIONS ANALYSIS FOR THE HOSPITALITY INDUSTRY*

Course Focus:

This course provides participants with an overview of concepts in the discipline of Operations Management that specifically relate to “managing operations,” and show how those concepts can be used to make their businesses more profitable. The course consists of lectures and in-class discussion of readings, exercises, and the participants’ experiences with similar real-world problems. It is designed primarily for those with decision-making responsibility in the hospitality industry who want an overview of how to make a system (a collection of employees, customers, equipment and technology) work better. While a quantitative background is helpful, a more important requirement is an ability to think logically.

Key Benefits:

Participants will learn the key concepts in Operations Management and understand how these concepts can be used to improve profitability. They will develop conceptual and, to a lesser extent, quantitative skills for dealing with the key issues in the management of hospitality operations.

Topics Include:

- Bottlenecks—identifying where they are and where they should be
- Managing bottleneck operations—the key to a profitable business
- Performing quick-and-dirty capacity analyses
- Calculating operations capabilities
- Calculating the cost of having customers wait for service
- Predicting and managing waiting lines
- The effect of variability on operations and how it can be reduced
- Designing quality into a service system
- Lean services

Level®

* Intermediary Excel® skills are a requirement for this course. Those who have previously completed “Operations Management for the Hospitality Industry” should not enroll in this course due to significant overlap of course material.