



TRAINING & DEVELOPMENT

Enhance your competitive advantage by partnering with OOPS in the development and delivery of a targeted training and development program

www.michellepascoe.com

WELCOME!

OOPS is an established training and leadership development company that has serviced the needs of the Registered Club and broader hospitality industry for close on three decades.

Firmly committed to the positive organisational culture and customer service excellence principle, Michelle Pascoe has both developed and delivered customised training programs.

In an environment where the creation of a culture focussed on the pursuit of excellence is central to your operation it is incumbent to invest in training and development.

Opportunities for professional growth are increasingly a driver to employee recruitment and retention, as is particularly evidenced in the millennials who are always looking for ways to improve their skills and knowledge.

In developing and/or reviewing your training and development program consider a customised foundation with OOPS and ignite the potential in your team.



CONTACT US

Michelle Pascoe - CEO & Founder
Optimum Operating Procedures
and Services

michelle@michellepascoe.com

0411 146 450

www.michellepascoe.com

*Scan me to find out
more*



Michelle Pascoe's MMM and MMM+ have been a fantastic addition to our learning and development program. The courses are content-rich, highly informative and customised to suit our team and operating environment. Michelle presents the material professionally and engagingly, and encourages participant reflection in regards to their own leadership style and that of those around them. This has been pivotal in creating a more cohesive and united leadership team. Michelle's industry experience and love of people are evident in her enthusiastic approach, and it was great to see even our experienced managers walking away with new ideas on how to more effectively lead their teams and bring out the best in them.

GLENN CUSHION
CEO
INGLEBURN RSL CLUB

Like many businesses at the moment, we find ourselves with a very inexperienced team, making quality service delivery difficult. However, our team has a really positive attitude and we feel that by undertaking the 'VIP Customer Experience' course with Michelle, we have a great platform to set ourselves apart from the others, based on consistency and quality of service.

DANIEL MARMONT
OPERATIONS MANAGER
MITTAGONG RSL CLUB

My team and I gained a lot of meaningful tools and tips from completing the Middle Management Movement course.

The online portal and training resources helped keep us all on track and the weekly sessions with Michelle helped to reinforce our learning. I would highly recommend this training for supervisors/duty managers as it shows the way to lead and inspire a team of direct reports.

GARY LEIGHTON
CEO
WARILLA SPORTS CLUB

Michelle is a trailblazer in facilitating and educating staff on how to provide amazing experiences for our customers. I have had the pleasure of working with Michelle for over 10 years and her passion and enthusiasm for hospitality is infectious. I would strongly encourage anyone in the industry to check out Michelle's training and development courses, which are conveniently tailored to suit all sizes of venue and their budget.

LUKE RICHARDS
CEO
**CULBURRA BOWLING &
RECREATION CLUB**

The overall experience has been exceptional, from the time Michelle and I spoke about our training needs through to Michelle taking a detailed brief to ensure the program was completely customised to our environment. Not to mention the special touches she added to the workshop, such as personalised workbooks, book giveaways, and issuing certificates and sweets. Michelle made every single staff member feel important and special in the session. Her warmth and energy has had a very positive impact on the team and we look forward to working with her again in the future.

VALERIE D'ANGELO
HUMAN RESOURCES DIRECTOR
THE ROYAL SYDNEY GOLF CLUB

I would 110% recommend the Middle Management Intensive Program. We got so much out of it - reassurance, an active listener, values work, an amazing self help book, assessment on our individual selves, guidance, advice, just to mention a few. Keep doing you Michelle - you are someone I will never forget, and wherever I end up in life, I will always look back at your wisdom and support for guidance and as a role model.

JASMINE MULDOON
REWARDS HOST
WESTS ILLAWARRA



IGNITING YOUR TEAMS POTENTIAL

Michelle is simply amazing! I have engaged Michelle to facilitate a number of training programs and presentations over the years, and she always delivers. She is flexible in her approach and always happy to adapt to the needs of our team. Most recently, our Operations leadership team undertook Michelle's Middle Management Movement Intensive course and the feedback has been incredible. Her passion for the industry and her drive to motivate and develop our next generation of leaders is second to none.

SHARYN BUHAGIAR
EXECUTIVE MANAGER
PEOPLE & CULTURE
REVESBY WORKERS CLUB

I have completed similar courses with different providers in the past, but Michelle Pascoe's Middle Management Movement program was delivered in a practical way that solves realistic challenges that I face every day as a Duty Manager. Michelle facilitated the program in a way that reminded me that the industry is forever changing and that we must innovate, adapt and continually find solutions as our obstacles evolve over time.

PETER HOANG
DUTY MANAGER
REVESBY WORKERS CLUB

We were fortunate to have some select leaders from of our team participate in Michelle's Middle Management Movement Intensive program. Michelle's knowledge, dedication to service and leadership excellence, and ability to create a positive and engaging learning space resulted in an authentic connection with our team. We have since observed these team members putting their learnings into practice, and I look forward to future opportunities to work with Michelle. Thank you again Michelle – it has been a pleasure.

REBECCA HARRISON
PEOPLE & CULTURE - GROUP EXECUTIVE
WESTS ILLAWARRA

MIDDLE MANAGEMENT MOVEMENT METHODOLOGY

FUTURE LEADER



Buddy to Boss

- Aspiring
- Self Development
- Accountable
- Establishing Boundaries

EVOLVING LEADER



Doer to Delegator

- Motivator
- Policy & Process Education
- Self Aware
- Leadership Style

EFFECTIVE LEADER



Organiser to Innovator

- Independent
- United team
- Intentional
- Strategy Implementation

VISIONARY LEADER



Generalist to Specialist

- Inspirational
- Established
- Operationalise
- Articulate Vision & Values

MIDDLE MANAGEMENT MOVEMENT ONLINE DEVELOPMENT COACHING PROGRAM

Middle Management Movement will provide your current and aspiring leaders a proven methodology and strategies to become the leader you wish for them to be in your venue.

Commencing with a 3 hour onsite introduction to the program and presentation of the first two modules, this twelve week online program is delivered via Zoom with weekly live coaching calls and includes 14 self paced modules with videos and workbooks.

THE PROGRAM INCLUDES:

- ✓ Stepping up from buddy to boss
- ✓ Conscious commitment to intentional leadership
- ✓ Defining your leadership style - DISC Behavioural Profiling
- ✓ Encouraging a respectful and caring workplace
- ✓ Leading a customer focussed team

THE OUTCOMES OF THIS TRAINING:

- ✓ Detailed understanding of techniques of building moral and team dynamics
- ✓ Conscious commitment - Working together as a united leadership team
- ✓ How to deliver the organisations vision
- ✓ Personal and professional development growth



MIDDLE MANAGEMENT MOVEMENT PLUS

ONLINE DEVELOPMENT COACHING PROGRAM

Middle Management Movement Plus is part 2 of the MMM program or can be a stand alone program for your Senior Management/Venue Managers with proven methodology and strategies for professional development, building organisational culture and a united leadership team.

Commencing with a 3 hour onsite introduction to the program and presentation of the first two modules, this ten week online program is delivered via Zoom with weekly live coaching calls and includes 12 self paced modules with videos and workbooks.

THE PROGRAM INCLUDES:

- ✓ Becoming a Workplace of Choice
- ✓ Resiliency - Handling Life's Challenges
- ✓ Defining your leadership style - DISC Behavioural Profiling
- ✓ Handling Organisational Change
- ✓ Developing Organisational Standards

THE OUTCOMES OF THIS TRAINING:

- ✓ Detailed understanding of techniques of building moral and team dynamics
- ✓ Understanding challenges in the workplace and build team resiliency
- ✓ How to become a workplace that people are attracted to.
- ✓ Personal and professional development growth



FRONTLINE TRAINING



CUSTOMER EXPERIENCE

- Impression
- Communication
- Commitment



GAMING EXCELLENCE

- Privacy
- Loyalty
- Service



PRESENTATION SKILLS

- Confidence
- Clarity
- Connection



DINING EXPERIENCE

- Detail
- Upselling
- Delivery

CUSTOMER SERVICE EXCELLENCE & ENGAGEMENT

This workshop can be delivered in 3 ways modified to your needs:

1 x 6 hour session

2 x 3 hour sessions

1 x 3 hour session

THE PROGRAM INCLUDES:

- ✓ Managing guest expectations
- ✓ Relationship building principles
- ✓ Creating an interactive welcoming experience
- ✓ 6 Steps to enhanced service excellence
- ✓ Knowledge of the pre-eminent position of "first impressions"
- ✓ Service recovery- handling guest complaints effectively, providing a solution

THE OUTCOMES OF THIS TRAINING:

- ✓ Reinforce desired organisational culture
- ✓ Improved productivity from frontline team members
- ✓ Engaged frontline team members
- ✓ Enhanced ability to resolve service problems



GAMING EXCELLENCE WORKSHOP

A 3 hour workshop with your hand-selected gaming team

THE PROGRAM INCLUDES:

- ✓ Understanding the player profile
- ✓ First and lasting impressions
- ✓ Techniques in developing rapport with your players
- ✓ Creating a VIP experience through service
- ✓ Understanding the importance of privacy and discretion
- ✓ Building communication channels with management

THE OUTCOMES OF THIS TRAINING:

- ✓ Comprehensive knowledge of player's desires/demands
- ✓ A "toolkit" to assist players with their unique needs
- ✓ Reinforcement of values including: The importance of not making personal judgements



PRESENTATION SKILLS WORKSHOP

A 2 hour workshop for those in management presenting in the boardroom and other events (members draws, raffles and announcements)

THE PROGRAM INCLUDES:

- ✓ 3 keys to the perfect professional presentation
- ✓ Breathing techniques-settling the nerves
- ✓ Projection of voice
- ✓ Stage Presence
- ✓ Handling technical equipment

THE OUTCOMES OF THIS TRAINING:

- ✓ Enhanced confidence in presenting
- ✓ Ensuring clarity in presentation
- ✓ Ability to captivate the audience



DINING EXPERIENCE WORKSHOP

A 3 hour workshop for team members in catering areas, focusing on the connection between front and back of house.

THE PROGRAM INCLUDES:

- ✓ Creating a 5 star welcoming dining experience
- ✓ Working together as a team ensuring a positive dining experience
- ✓ The importance of communication in connecting back and front of house
- ✓ Understanding the opportunities for advancement in your career
- ✓ Clearer understanding of all roles and responsibilities

THE OUTCOMES OF THIS TRAINING:

- ✓ Reinforcement of desired organisational culture and customer service outcomes
- ✓ Enhanced skills to deal with diverse circumstances
- ✓ Improved team cohesion



CONCIERGE/FOYER/MEMBERSHIP WORKSHOP

A 3 hour workshop with your key frontline team

THE PROGRAM INCLUDES:

- ✔ Knowledge of the pre-eminent position of "first impressions"
- ✔ The impact and importance of personal image and grooming
- ✔ Creating an interactive and informative welcoming experience
- ✔ Making the farewell a memorable lasting impression
- ✔ Understanding membership benefits-promoting membership
- ✔ How to assist with guest enquiries and concerns on the telephone and in the venue

THE OUTCOMES OF THIS TRAINING:

- ✔ Reinforcement of desired organisational culture
- ✔ Understanding of importance of first and last impressions
- ✔ Comprehensive knowledge of "promoting" the venue



HEALTH CLUB SALES AND SERVICE

A 3 hour workshop for reception and instructors

THE PROGRAM INCLUDES:

- ✓ Techniques for coping with a busy service area
- ✓ Establishing rapport with members and prospective members
- ✓ Understanding the diverse drivers of members
- ✓ Providing membership options
- ✓ Dealing with disappointment, frustration and extremes of self-image
- ✓ The importance of personal presentation and image

THE OUTCOMES OF THIS TRAINING:

- ✓ Detailed understanding of members attendance drivers
- ✓ Enhanced ability to clinch the sale
- ✓ Understanding of importance of first and last impressions



MYSTERY SHOPPING (BUSINESS INSIGHT REPORTS)

Since 1999 many leading Clubs have used and continue to use this report as a vital tool in evaluating team and system performance in guest service, image and presentation standards as well as in regulatory adherence. At OOPS we customise our reports for each individual club.

- ✓ OARS - our own Proprietary Software
- ✓ Real time data on the guest experience
- ✓ Customised reports for your venue
- ✓ Benchmarking - your own venue and the industry
- ✓ Covering all areas of the venue - Image, Service, Marketing, Compliance

THE OUTCOMES OF THE REPORTS

- ✓ Qualitative and Quantitative Analysis
- ✓ Measuring sales, service, new facilities, external caterers
- ✓ Areas to improve the "guest experience"
- ✓ Acknowledgement of leaders and frontline team members who provide superior guest experiences.



PROSPECTS

CUSTOMERS

LOYALTY

ADVOCATES

**GUEST
SERVICE
EXCELLENCE**



BOARD

CEO

**MIDDLE
MANAGEMENT**

FRONTLINE TEAM