



A CMAE ONLINE WORKSHOP

QUALITY LEADERSHIP

How to lead your team or organisation to achieve quality

**PRESENTED OVER TWO SESSIONS ON
28TH APRIL AND 29TH APRIL 2021
10:00 - 13:00 GMT**

QUALITY LEADERSHIP

PROGRAMME DETAILS

In an ever-competitive landscape, particularly given the impact of Covid-19, delivering quality has never been more important. This course will focus on understanding quality, measuring quality, improving quality and creating a culture of quality by leading with impact. It will examine relevant theory, benefit from my experience in award-winning 5* hotels and involves group discussions as well as individual exercises.

PRESENTER: ADAM ROWLEDGE

Rowledge Associates was founded by Adam Rowledge following a successful career in the hospitality industry, during which he established a reputation for achieving operational excellence and commercial success by taking an employee centric approach to business. Named Independent Hotelier of the Year by the Independent Hotel Show Awards in 2018, Adam has also been awarded British Travel & Hospitality Hall of Fame Young Manager of the Year in 2017 and an Acorn Award in 2012. These awards were recognition of his leadership which led to further prestigious awards for his team and individual colleagues.



THIS COURSE WILL BE RUN OVER 2 X 3 HOUR SESSIONS AND EACH DELEGATE WILL RECEIVE

- **A 6-HOUR SESSION FOCUSING ON INDIVIDUAL AND TEAM DEVELOPMENT**
- **THEIR OWN LEARNING GUIDE THAT SUPPORTS THE LEARNING OF THE SEMINAR**
- **GREAT INSIGHTS FOR THEIR INDIVIDUAL AND TEAM ACTION PLANS**
- **IT WILL DELIVER PRACTICAL TOOLS THAT YOU CAN IMPLEMENT STRAIGHT AWAY IN YOUR BUSINESS.**

DELEGATE FEES

£175.00 CMAE Members

Limited to 20 delegates

DEADLINE TO BOOK: 21st April

[TO BOOK COMPLETE AND RETURN THE BOOKING FORM](#)

QUALITY LEADERSHIP

BOOKING FORM

YOUR NAME

CLUB/BUSINESS

POSITION AT CLUB

EMAIL ADDRESS

PHONE NUMBER

**CMAE MEMBER
NUMBER**

I CONFIRM I WOULD LIKE TO BOOK ONTO THE FOLLOWING WORKSHOP

QUALITY LEADERSHIP

28 APRIL, 29 APRIL - £175.00

PREFERRED PAYMENT METHOD

BANK TRANSFER

CREDIT / DEBIT CARD

TERMS AND CONDITIONS

Cancellations must be received 14 days prior to the event date
Any cancellations received after the 14 days will not be subject to refund
Bookings are not guaranteed until payment is received in full

PLEASE RETURN BOOKING FORMS TO

office@cmaeurope.org