



安讯教育与科技有限公司
Axon Consultancy Sdn Bhd

SUPERVISORY DEVELOPMENT PROGRAMME FOR HOSPITALITY & SERVICE INDUSTRY

TRAINING DETAILS

Duration : 2 Days

Training Hour : 9am to 5pm



Recommended Participants:

Supervisors, Team Leaders, and Junior Managers in the Hospitality and Service Industries



Axon Consultancy Sdn. Bhd.

(Co Reg no: 201701042497)

2-2, Plaza Usahawan Genting Kelang, Jalan Danau Naiga,
Taman Danau Saujana, 53300 Kuala Lumpur
jack@axonconsultancy.com | +6012 6159229



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Course Overview:

The Supervisory Development Program is a two-day practical training designed to strengthen the skills and confidence of supervisors, team leaders, and junior managers in hospitality and service industries. Participants will gain a clear understanding of their roles and responsibilities, develop effective leadership and communication techniques, and learn to plan, organize, and delegate tasks for operational efficiency. Through interactive lectures, case studies, group activities, and role plays, the programme also builds capabilities in coaching, motivating teams, handling workplace conflicts, and fostering a culture of service excellence. By the end of the course, participants will be equipped with the tools and strategies to lead high-performing teams and contribute to organizational success.

Course Objective

By the end of this programme, participants will be able to:

- Understand the roles and responsibilities of a supervisor.
- Apply effective leadership and communication skills to manage teams.
- Plan, organize, and delegate tasks to ensure smooth operations.
- Motivate and coach team members for improved performance.
- Handle workplace challenges, conflicts, and decision-making effectively.
- Strengthen problem-solving and service excellence skills.



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Course Outline:

Day 1: Foundations of Supervisory Skills

Session 1: The Role of a Supervisor

- Transition from employee to supervisor
- Key responsibilities and expectations
- Balancing operational tasks with people management
- *Activity:* Group discussion – “What makes a great supervisor?”

Session 2: Leadership Essentials

- Leadership vs. management
- Different leadership styles and their impact
- Building trust and credibility with teams
- *Activity:* Self-assessment of leadership style

Session 3: Effective Communication for Supervisors

- Giving clear instructions and setting expectations
- Active listening and feedback skills
- Handling cross-department communication
- *Activity:* Role-play on giving task instructions

Session 4: Time & Task Management

- Prioritizing tasks and managing workloads
- Delegation techniques: assigning the right task to the right person
- Tools for effective daily planning
- *Activity:* Delegation case study exercise

Methodology :

- Interactive lectures
- Case studies
- Group activities
- Role plays



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Course Outline:

Day 2: Applied Supervisory Practices

Session 5: Coaching & Motivating Teams

- The importance of coaching and mentoring
- Techniques to motivate and inspire staff
- Recognition and rewards in the workplace
- *Activity:* Role-play on coaching conversations

Session 6: Handling Performance & Conflict

- Identifying performance gaps
- Giving constructive feedback
- Resolving conflicts professionally
- *Activity:* Conflict resolution scenarios

Session 7: Problem-Solving & Decision-Making

- Common workplace challenges in hospitality
- Step-by-step decision-making models
- Encouraging team involvement in problem-solving
- *Activity:* Group exercise – solving a service recovery case

Session 8: Building a High-Performance Culture

- Setting team goals and KPIs
- Leading by example and accountability
- Creating a positive work environment
- *Activity:* Action plan – “My role as a supervisor moving forward”

Methodology :

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Trainer Portfolio: Mr. Wan Mohd Fadzil

HRDC Accredited Trainer | Certified Hospitality Trainer (CHT, AHLEI0USA) | Hospitality Leadership & Service Excellence Consultant

Wan Mohd Fadzil is a seasoned hospitality professional and certified international trainer with over **40 years of transformative leadership** in the hotel and tourism industry. His illustrious career spans across prestigious hospitality brands such as **Pan Pacific, Sheraton, Parkroyal, Hilton Kuala Lumpur, Hyatt, The Kasturi, and Adya Hotel Langkawi.**

Recognized for his innovative approach to **service excellence, operational leadership, and talent development**, Wan Fadzil has consistently elevated hospitality standards and mentored countless professionals into successful careers. His blend of **academic insight, practical management experience, and training expertise** makes him one of Malaysia's most respected figures in the field of hospitality education and corporate training.

Throughout his extensive career, Wan Fadzil has been instrumental in **pre-opening projects, team leadership, guest service training, and service recovery enhancement**, setting benchmarks for operational excellence.



Training Expertise

- Hospitality Leadership & Management
- Guest Experience & Service Excellence
- Revenue Management & Strategic Pricing
- Team Development & Staff Engagement
- Pre-Opening & Operational Setup
- Training Program Design & Delivery



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