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**Course title:** Introduction to Motel Management

**Course description:** This 4 day program has been designed to provide an overview of the roles and responsibilities of managing a motel. It is useful for individuals who are considering a career in motel management. Equally this program can be used as a refresher course for those wishing to update or enhance their skills after an absence from the accommodation industry.

The program will be delivered by experienced accommodation and motel professionals who have had practical hands-on experience in the areas they are discussing. It is an interactive program where participants are encouraged to share their own experiences and knowledge through discussions and also provides an opportunity for practical learning. Whilst the course is mainly classroom based, there are opportunities for "hands-on" learning in areas such as reception, housekeeping and reservations.

**Course overview:**

- What's behind the scenes? "A typical day in a Motel"
- Time Management
- Legislative Requirements
- Staff Management
- The ins and outs of housekeeping
- Property Maintenance
- Restaurants and Conferencing
- Food and Beverage Preparation & Delivery
- Introduction to RMS
- Front Desk Management
- Sales and Marketing
- Emergency Management
- Employment Advice

**Where:** The course will be held at Nagambie Motor Inn & Conference Centre, located at 185 High Street, Nagambie.

Please refer to [www.nagambiemotorinn.com.au](http://www.nagambiemotorinn.com.au) for further information about the motel and surrounds.



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**What's Included:** The course cost is inclusive of three nights accommodation (Monday – Wednesday). Morning tea, lunch and afternoon tea is also included for the duration of the course (Monday – Thursday). Pre and post accommodation is available upon request and breakfast and dinner at the Motel can be organised at an additional cost.

**How Much:** The course cost is \$1800.00 incl. GST per couple and \$1100.00 incl. GST per single.

**Your Trainers:** Lauri Carter has worked as a professional caretaker and resident manager in New Zealand and Australia.



She commenced her career in Human Resource Management. She holds qualifications in coaching and training.

Along with her husband, Craig Carter, they have been working as a successful accommodation management couple for many years. Their experience ranges from managing a remote luxury lodge to 3 star motels.



Each brings a strong background in operations and sales management. They have held senior level positions for over 15 years within the service and trade sector.

### Testimonials:

"This was a great course, well presented and very relevant, providing honest and practical course material. We would certainly recommend it to anyone wanting to get a good all-round knowledge of the accommodation industry."

*Steve and Melody Moulton*

"I would like to thank Caretakers Australia for giving me the opportunity to participate in the Motel Management Course conducted in Nagambie late 2011. The location was a good choice being in central Victoria. The content of the course was very good, covering a wide variety of subjects. I congratulate Caretakers Australia."

*Adel Abraham*

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