



OLLSCOIL NA  
GAILLIMHE  
UNIVERSITY  
OF GALWAY

Coláiste Ósta na Sionna  
Shannon College of Hotel Management

# Continuous Professional Development (CPD) Education at *Shannon College of Hotel Management*

University  
of Galway.ie



# About Shannon College

Shannon College of Hotel Management is a College of University of Galway (Formally NUI Galway). The Shannon College campus is a satellite campus located in Shannon, County Clare.

Founded in 1951, Shannon College of Hotel Management is Ireland's only dedicated Hotel Management College. The College has a global reputation for quality and success of graduates, with alumni holding senior positions in multinational companies and hotels in every continent.

This connection to the world helps the College to continue to adapt teaching to meet the needs of the ever changing business of hospitality.



# A Message from the Head of the College

Welcome to Shannon College of Hotel Management's prospectus for Continuous Professional Development (CPD) education.

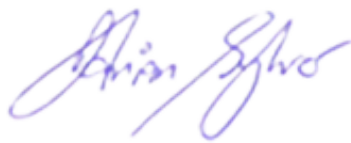
At Shannon we work closely with the hospitality industry and our objective is to offer excellent CPD thus ensuring our programmes are both relevant and current to the various industry stakeholders. In particular for employers and individuals wishing to enhance their skillset and present opportunities for career progression.

CPD education is a key ingredient in enhancing personal and professional skills thus benefiting both the individual and employer. It gives the opportunity to learn something new, refresh existing knowledge and improve skills. Furthermore CPD ensures that previous qualifications do not become out dated as engaging in CPD allows the participant to keep up-to-date with latest developments within the industry.

Shannon College's CPD offering is in addition to our main stream under graduate and post graduate programmes. We are grateful to all our committed staff who bring their considerable expertise and passion for their subjects.

Whether you wish to update your knowledge or refresh your skills I hope you will find one of our courses to meet your needs.

Regards,



Adrian Sylver,  
Head of School, Shannon College of Hotel Management



# Programmes on Offer

## **Certificate in Hospitality Leadership and Management**

This 2-day residential course is an introduction to hospitality management with an emphasis on application in the workplace. This programme is designed for team members who want to develop themselves as supervisors and managers. Modules covered include, Revenue Management, HR & People Management, Finance for non-financial managers, Conflict resolution & Intercultural communication for hospitality.

## **Lean Six Sigma Yellow Belt for Hospitality Certificate**

Our 2-day online course is a comprehensive introduction to the proven methodologies of LEAN & Six Sigma and how they can be applied in Hospitality. Learners will see how the proven Lean and Six Sigma Methodology positively engages the team, reduces waste and inconsistency, provides better service to the guest, boosts productivity, and increases profitability.

## **Tailor-made programmes**

Design your own programme based on your needs. We will offer you support & advice, while also giving you the opportunity to specialise in a particular area of interest or projects you have in mind.

# Testimonials

*I thoroughly enjoyed the Certificate in Hospitality Leadership & Management and found it very beneficial. The course length was perfect for the content. Delivery was excellent, very enjoyable & engaging. Always good to step away from the desk and refocus'*

**Michelle Digan, Revenue & Reservations Manager, County Arms Hotel**

*'The Certificate in Hospitality Leadership and Management was an amazing opportunity for our manager to Network, Progress and continue to grow in her Management Career with us. It's a super stepping stone for any Senior Managers looking to progress'.*

**Ian Keating, Hotel Manager, The Dean**

*'Thank you for the opportunity to attend Shannon College, and take part in the wonderful course you put on. Making those personal connections with not just your educators, but with other established hospitality workers was a great gain'*

**Sharon Walker, Front Desk Manager, Pembroke Kilkenny**

*'I really had a great time over the 2 days. Both instructors were brilliant especially Amanda O'Donovan who delivered the revenue management module, I will definitely come back to Shannon College'*

**Mohamed Aly, Operations Manager, Kilronan Castle Estate & Spa**

## Contact

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## How to Apply

Visit [www.univeristyofgalway.ie/shannoncollege](http://www.univeristyofgalway.ie/shannoncollege)



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