



Diploma in Service Leadership

How do you develop leadership skills that transcend cultural, religious, educational, gender and economic borders? How do you work with people from all over the world in one team or company, treat them all with respect and still inspire them to effective co-operative action towards a common goal?

This is the goal of the Diploma in Service Leadership (DISL.) The DISL is unique program designed to meet the greatest challenges that 21st century leaders face – the ability to successfully lead a culturally diverse workforce, maintain a strong sense of integrity and provide a quality product or service in a business climate characterized by rapid changes and globalization.

The Diploma in Service Leadership's goal is to develop leaders who lead from a greater place of understanding of the world and the different people and cultures within it. Participants will learn how to inspire and motivate people of various backgrounds to achieve common goals while acting locally and thinking globally.

Diploma Requirements

The Diploma in Service Leadership will be awarded upon successful completion of 39 unit credits of academic courses with a grade of 2.0 (or its equivalent) or better, and satisfactory internship performance. Requirements are broken down as follows:

- ★ 12 credit units of AHA online courses, at 3 unit credit per course namely: Introduction to Hospitality, Hospitality Professional, Hospitality Supervisor and Managing Diversity in a Multi Cultural Workplace C
- ★ 9 credit units of postsecondary English, Math and Social or Behavioral Science earned from an accredited post secondary institution.
- ★ 15 credit units from courses in your chosen major or discipline of study earned from an accredited university or college.
- ★ Completion of a minimum of 200 hours of hospitality internship with 3 credit hours and with a minimum performance rating of Satisfactory.

To qualify for a Diploma, students must have obtained a grade of C (2.0) or better in all of the above listed courses or a grade point average of 2.0 or better without a failing mark in any of the courses to be credited. Students must also submit a letter of reference from both the school and internship provider attesting to the student's leadership and positive work attitude.

The pineapple has been a universal symbol of hospitality and welcome for centuries, all over the world. The image of the pineapple expresses a sense of welcome, good cheer, human warmth and family affection.

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A leader has the confidence to stand alone, the courage to make tough decisions, and the compassion to listen to the needs of others. He does not set out to be a leader, but becomes one by the quality of his actions and the integrity of his intent. In the end, leaders are much like eagles... they don't flock; you find them one at a time.

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Diploma in Service Leadership

Developing Leaders in a Multi Cultural Workplace

LEADERSHIP COURSE OVERVIEWS

Hospitality Professional

This course emphasizes the importance of personal leadership development as you can not begin to lead others until you can lead yourself. This Hospitality Professional identifies the basic work ethics and principles that are essential for any service professional to develop and demonstrate in order to provide outstanding service to their customers.

This course covers each of these principles and attributes in detail. It enables participants to develop a more positive attitude, strong character, an appreciation for the benefits of effective communication and cultural understanding. Participants learn the importance of time management and presenting a good image and polished appearance.

Hospitality Supervisor

In today's business, the supervisor is the "main link" between the company's goals and the people who must accomplish those goals. They communicate upper management's objectives and goals to the people who must somehow accomplish them. They facilitate the process that keeps the business operating. Many of the supervisor's daily decisions affect profits, attitudes and morale. With a role and a function of this magnitude, it would seem logical that the process of becoming a supervisor would require years of training. However, most supervisors have had little or no training in supervisory skills. Almost universally, today's supervisory force is made up of employees who have been promoted from being a "super worker" to being a supervisor.

As a supervisor, effective supervisory skills are essential to maintaining a positive environment at work. A great supervisor needs 'hard' skills to improve systems and 'soft' skills to effectively coach and improve people. This course teaches both. In order to succeed in a high performance workplace, a great supervisor needs to develop both these skills to help maintain and lead a winning team.

Managing Diversity in a Multi Cultural Workplace

There is no one road map on how to approach cultural diversity issues, as advice and strategies given for one situation may not work exactly the same way, given the same situation in another context. The American Hospitality Academy's approach is to combine an understanding of culture with the development of key management skills, so that a manager or prospective manager develops a range of core skills and principles that can be applied in many different situations.

AHA takes the view that in the end, management is primarily about achieving specific objectives through working with people. The focus of Managing Diversity, therefore, is developing managers with the basic human skills that lie at the heart of effective human interaction. This people-centered management approach takes into account cultural traditions, beliefs and practices and how they impact the workplace.

PASSPORT *to* CULTURE

Inspiring Global Connections and Friendship

The cornerstone of AHA's programs is the study of culture. Our foremost concern is to promote understanding and respect for different cultures - an important key to successful management and leadership in today's multi cultural workplace. Passport to Culture (PTC) was developed primarily to inspire global connections and foster international understanding among you - our program participants. Learning to embrace diversity and showing respect for individual differences, bring about more effective interpersonal skills - considered as essential traits that all great leaders possess. PTC compliments your existing courses and allows you to travel the world with AHA, as you learn about different countries and cultures while earning passport stamps along the way.

NOTE: All students enrolled in the Diploma program are automatically enrolled into Passport to Culture at no additional charge.

www.americanhospitalityacademy.com