

OTOLO



2022

HOSPITALITY COURSES

Backed and funded by



European Union
European
Social Fund



LEVEL 2
ACCREDITATION

HOSPITALITY SKILLS AND CAREER PATHWAYS

Who are Otololo?

Otololo is the global hospitality platform, supporting career growth through connections, community, courses, mentoring, events and insights.

Our Program

Our program runs for 6 months including monthly accredited coaching sessions, monthly mentoring sessions and an online masterclass covering core soft skills.

Why Choose Us?



access free
events and
industry insight



expanded global
network of
hospitality people



learn new skills
and knowledge
from industry
experts

Community | Connections | Courses

OVERVIEW

KEY PROGRAMME THEMES

- Focusing on customer experience
- Introduction to brand awareness
- Understanding conflict resolution
- Using resilience and what tools to use
- Understanding communication across teams

KEY PROGRAMME OUTCOMES

- Developing SMART personal goals for personal development
- Monthly mentoring sessions from experts
- Monthly accredited coaching session
- Developing new skills from online masterclass
- CPD Accreditation

WHAT YOU NEED

A quiet space

A laptop or desktop, OS: macOS or Windows

An enabled camera and microphone

Good internet connection (minimum of 3 Mbps)

myotolo.com/hospitality_courses



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MASTERCLASS

CUSTOMER EXPERIENCE

How does brand awareness link to the customer experience? This section allows us to explore the difference between the physical and emotional aspects of the customer journey.

CONFLICT RESOLUTION

Do you freeze, fight, or flee when you find yourself in conflict situations? This session allows you to understand the mechanics of our Flight, Fight and Freeze response, identifying our personal triggers and considering how best to handle volatile situations.

COMMUNICATIONS

Are you a good listener? What's your preferred style of communicating? This section explores your listening skills and your preferred communication style, whilst considering what makes communication effective.

BRAND AWARENESS

How does brand awareness link to the customer experience? This section allows us to explore our role in creating an experience that reflects the brand we work for.

RESILIENCE TOOLS

Feeling exhausted by the covid experience and the ever changing pace of hospitality? This section introduces a practical tool that can help us prioritise and focus in a manic world.

SMART GOALS

SMART goals to allow you to build personal objectives. You will also be provided with feedback forms to gather further information from colleagues and managers, to create a robust set of personal goals for the programme.

LEVEL 2

HOW DOES IT WORK?

MONTH 1

Initial masterclass (3hrs)
1:2:1 Coaching (1hr)
Speed Mentoring (1hr)
Mentor Session (1hr)

MONTH 2

Colleague feedback
1:2:1 Coaching (1hr)
Speed Mentoring (1hr)
Mentor Session (1hr)

MONTH 3

1:2:1 Coaching (1hr)
Speed Mentoring (1hr)
Mentor Session (1hr)

MONTH 4

1:2:1 Coaching (1hr)
Speed Mentoring (1hr)
Mentor Session (1hr)

MONTH 5

1:2:1 Coaching (1hr)
Speed Mentoring (1hr)
Mentor Session (1hr)

MONTH 6

1:2:1 Outcomes Coaching (1hr)
Speed Mentoring (1hr)
Mentor Session (1hr)

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LEVEL 2



Powered by industry experts our programme will allow you to unlock your curiosity and various career pathways within hospitality. You will have the opportunity to take ownership of your professional development, including increasing your employability, gain further recognised qualifications, build strong networking connections and advance yourself for future promotions.



APPLY NOW

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LEVEL 3 ACCREDITATION

HOSPITALITY LEADERSHIP AND CAREER DEVELOPMENT

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OVERVIEW

KEY PROGRAMME THEMES

- Focusing on team performance
- Introduction to diversity and inclusion
- Understanding your values as a leader
- Understanding your teams needs
- Understanding management styles

KEY PROGRAMME OUTCOMES

- Developing SMART personal goals for personal development
- Monthly mentoring sessions from experts
- Monthly accredited coaching session
- Developing new skills from online masterclass
- CPD Accreditation

WHAT YOU NEED

A quiet space

A laptop or desktop, OS: macOS or Windows

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myotolo.com/leadershiphospitalitycourses



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MASTERCLASS

TEAM PERFORMANCE

Ever wondered why people can react badly to feedback? Or why coaching hasn't worked? This section offers practical tools on how to deliver effective feedback, especially if it's a difficult message to tell someone. We explore different types of feedback and how to get the most out of these conversations.

UNDERSTANDING YOUR TEAMS NEEDS

How do we lead a team of various skills and levels of motivation? This section we utilise a simple tool for recognising motivation and skills levels in our team, whilst planning the best way to lead each person.

DIVERSITY AND INCLUSION

Understanding the legislation protecting each of us in the workplace. This section gets you to explore the important and relevant topics, such as unconscious bias and microaggressions in the workplace.

LEADERSHIP VALUES

Have you thought about your personal values as a leader? We all have different values, and this can influence how we lead others. This section allows you to identify what these are and be aware of how they might differ from others.

MANAGEMENT AND LEADERSHIP STYLES

X vs Y theories of leadership and management - which is better? This section allows you to explore the various theories of leadership and management and allows you to reflect on your personal style and consider different ways of working.

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LEVEL 3

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MONTH 6

1:2:1 Outcomes Coaching (1hr)
Speed Mentoring (1hr)
Mentor Session (1hr)

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LEVEL 3



Powered by industry experts our programme will allow you to develop your confidence in managing different personalities and exploring your personal values as a leader. You will have the opportunity to take ownership of your professional development, including increasing your employability, gain further recognised qualifications, build strong networking connections and advance yourself for future promotions.



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