



TEXTILE SERVICES MANAGEMENT COURSE

Course Brochure

7th - 11th March 2022

Lane End Conference Centre, High Wycombe

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THE COURSE

The **Textile Services Management Course** is one of the most successful and highly regarded training courses run for new managers to the industry, those recently promoted or moving roles within your Company. This year's course has been designed to be more accessible by reducing the number of nights away from five to four whilst retaining most of the content and the networking benefits of the residential format. Life-long friendships have been a key output of the course.



The course is aimed at giving delegates a broad outline of the textile rental business and it has also been proven that a broad spectrum of delegates ranging from brand new entrants to experienced managers and of all ages will benefit.

It is a great way to attain an overview of what the industry is about and creates a pool of talented people ready for the next step up the leadership ladder. All our speakers are industry based and give their time freely, which enables us to deliver the course at exceptional value.

Cost is £1,850 per delegate + VAT and includes accommodation and meals throughout, course materials and a group photograph to take away at the end! An invoice will be raised initially for a minimum payment of £500, please ensure to pay this immediately to secure your place. The remaining balance will then be invoiced and due just before the course.

Please note a good working knowledge of the English Language in speaking and listening, would be helpful to attain the most out of the course.

COURSE LEADERS

David Kinson | Starting his working career in 1974, David spent several years as a retail manager in the jewellery trade and a field-based sales representative in the printing industry before joining Johnsons Workwear in 1988 as a Rental Sales Executive in the Midlands area.

David's experience in training and development has spanned over 30 years and covered all aspects of training from vocational skills, sales, service and management. David has a Level 4 Management qualification and has worked in his own time delivering adult evening classes in personal development. David is a qualified trainer and a past member of the Chartered Institute of Personnel & Development and Fellow of the Institute of Sales and Marketing Management. Since retiring from the Johnson Service Group in December 2017, David has worked as a consultant to the TSA covering training and education.

Lisa Ottley | Starting her career in the domestic laundry sector, Lisa later became responsible for dry cleaning services in the South East. After managing a successful company transition from domestic to commercial laundry, she became Managing Director of Berkhamsted Laundry in Hertfordshire. Berkhamsted, (now part of Johnsons Workwear) was an independent laundry for 52 years. Lisa also created a separate mat division, Step on it! Mats, offering bespoke and promotional matting.

Lisa is still passionate about the industry and has always enjoyed being involved in TSA special projects. She was granted Freedom of the City of London in 1998 and is an active member of the Worshipful Company of Launderers.

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COURSE SCHEDULE

DAY/DATE	TOPIC/SUBJECT
Monday 7th	Course Registration Registration, introductions and course briefing.
	Sales & Marketing Understanding and accessing the marketplace into which services are sold. Understanding prospects needs and turn them into long standing, profitable customers. How the sales process impacts on other parts of the organisation.
	Logistics Understand the legal and practical requirements of operating a commercial fleet and how the role of the commercial driver impacts on the overall impression of the organisation
Tuesday 8th	Health & Safety Individual and company responsibilities in ensuring the safety of employees and those who come in contact with the business. How to minimise risk and have an appreciation of contingency planning.
	HR - People The impact and importance that people have on the running of a successful business. Obtaining the best from others by effective recruitment, training and performance management. The positive impact a 'people culture' can have on the success of an organisation.
	HR – Employment Law Human Resources law relating to employees and how this operates within the workplace. How to use legislation to manage difficult situations, minimise the risk of escalation.
	HR – People Case Study
Wednesday 9th	Leadership & Working with Others Difference between management and leadership, how to apply leadership skills and techniques to maximise the potential of those around you.
	Finance Understanding finance and how it impacts the running of a successful organisation. Effective financial controls, how finances are managed and measured.
	Finance Case Study The impact of financial management on specific areas within the sector. Impact of costing and pricing on the health and profitability of a business.

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Thursday 10th	<p>Production Equipment How the design and operation of laundry equipment is utilised to deliver the maximum efficiency and quality and how this relates to laundry process flow</p>
	<p>Production Management Improving the efficiency of your team by knowing how to measure performance or both personnel and machinery efficiency. Understand some of the industry's tools for benchmarking performance such as PPOH (piece per operator per hour).</p>
	<p>Production Processes How the various elements of the laundry process such as chemistry, temperature, water quality can come together to influence both the output and quality of the operation. Understanding these key elements can dramatically improve the operations of a laundry.</p>
	<p>Production Case Study</p>
Friday 11th	<p>Customer Service Appreciate the importance of delivering consistent high-quality service to customers. How to build and manage ongoing relationships and react effectively to service failures</p>
	<p>Team Presentations Delegates will be working together in groups during this one week. Team presentations will be developed and delivered on the final day. This is an important part of summarising key course takeaways and main learnings.</p>
	<p>Course Wrap Up Votes and award presentation.</p>

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Evening Speakers/Entertainment

Each evening, after dinner, delegates will be offered a talk/presentation from leading figures within the textile services industry who will share their experiences.



Onsite Entertainment

In the Cedar Bar there is virtual golf and snooker tables available.

THE VENUE

This course is residential and takes place over five days at the Lane End Conference Centre in High Wycombe. Accommodation, all meals and refreshments are included as part of the course fee as well as training materials.

Getting There

Lane End Conference Centre, Church Road, Lane End, High Wycombe, Buckinghamshire HP14 3HH

T: 01494 881171

W: www.lane-end-conferences.co.uk



Heathrow Airport - 23 miles. Luton Airport - 41 miles, trains from the airport to High Wycombe station. Gatwick Airport - 60 miles. Direct trains from London Marylebone to High Wycombe, train station is seven miles from Lane End. Local taxis are available outside the station and can be pre-booked through the venue by calling 01494 881171.

Booking Details

Course attendance fee is £1,850 (+VAT) per delegate which includes all meals and refreshments, accommodation and course materials. The course is open to TSA Members only, and places can be booked by emailing emma.andersson@tsa-uk.org.

The course is supported by the Murray Simpson Memorial Fund and the Award will be presented to the 'Delegate of the Week'. From 1996 to 2014, Murray Simpson served as TSA's CEO and was a very well-known and respected figure in the industry. He was a passionate believer in training and development, especially the Textile Services Management Course for the industry's brightest talents. Following his tragic death in a car accident in 2014, the 'Murray Simpson Memorial Fund' was set up by the TSA along with the Worshipful Company of Launderers (WCL).

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FURTHER INFORMATION & CONTACT DETAILS

For clarification or for further details on this course, please contact us on events@tsa-uk.org

Textile Services Association

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