

1. Record Nr.	UNINA9910450886803321
Autore	Sayers Philip <1945, >
Titolo	Managing sport and leisure facilities : a guide to competitive tendering // Philip Sayers
Pubbl/distr/stampa	[United Kingdom] : , : Spon Press, , 1991
ISBN	1-135-82882-2 1-280-10596-8 9786610105960 0-585-45692-5 0-203-47399-X
Descrizione fisica	1 online resource (288 p.)
Disciplina	790.06 796.06841 796.069
Soggetti	Sports facilities - Great Britain - Management Leisure industry - Great Britain - Management Contracts for work and labor - Great Britain Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	Managing Sport and Leisure Facilities A guide to competitive tendering; Copyright; Contents; Preface; Chapter 1 Background to leisuremanagement; Early developments; Leisure revolutions; Market differentiation; Rise or fall; The political dimension; The Local Government Act 1988; Summary; Addendum: The 1988 Act. Amended; Chapter 2 Client contractpreparations; Compulsory competitive tendering; The contract documentation; Legal formalities; Customer care formalities; Inviting tenderers; Summary; Addendum: Contractor appraisals; Chapter 3 The financial basis; Income; Leisure gain? Building maintenanceThe bid; Profit or loss; Insurance; Summary; Addendum: Income options; Chapter 4 Business planning and tendering; Income projections; Forward planning; Company review; Preparing the bid; Staff costs; Compiling the bid; Determining income; Client permissions; Tender submission; Summary; Addendum:

Management data; Chapter 5 Recreation contractors-tender experiences; Crossland Leisure; An analysis of documents; City Centre Leisure; Circa Leisure plc; Summary; Addendum: Client control; Chapter 6 Delegation and contract management; Technical and recreational delegation
Delegation and motivation
Operating to a budget; Financial delegation; Organization and structure; Financial responsibility; Incentives; Year on year comparisons; Business strategy; Summary; Addendum: Defaults, penalties and control; Chapter 7 Hotels: the leisure experience; A Role Model; Local authority hotels; The Harperley Hotel; Hotel management principles; The Great Western Royal Hotel; Summary; Addendum: Service standards in hotels; Chapter 8 Catering and subcontracting; Subcontracting; Arranging subcontracts; Catering as a subcontract; Catering management; Trading reports; Profit or loss
Summary
Addendum: Catering controls; Chapter 9 Performance indicators; The basis for performance indicators; General business indicators; Client indicators; Client and contractor measurements; Contractor indicators; Contract performance; Summary; Addendum: Performance indicators; Chapter 10 Management buyouts; Basic principles; Qualifying conditions; The Westminster 'buyout'; The Rochford 'buyout'; The Audit Commission; Summary; Addendum: The advice of the Audit Commission; Chapter 11 Quality assurance; Quality control; Quality assurance; Key elements; Implementation; Quality circles; Summary
Addendum: Quality assurance guidelines
Chapter 12 Promotions and Marketing; Advertizing; Under new management; Sponsorship; Customer assessments; Questionnaires; Contract monitoring; Targeted marketing; Delegation; Marketing; Summary; Addendum: Target groups; Chapter 13 Conclusions; Civic Leisure; Competitive management; A summary of management; The way forward; Who benefits?; Appendix A Outline contract documents; Appendix B Preparing specifications; Appendix C Government directives; Appendix D Customer satisfaction surveys; Appendix E Acknowledgements and references; Index

Sommario/riassunto

Concise and thoroughly detailed Managing Sport and Leisure Facilities is a clean operating guide to leisure management by contract, providing expert advice for both contractor and client. The author includes extracts from the relevant legislation and tender documents, and shows you how to submit a winning tender. He provides guidance on how to carry out customer surveys and also covers special items such as operating leisure facilities in hotels and sub-contracting catering services.
