

- NAME** : **Effective Hotel Purchasing**
- PURPOSE** : To provide all participants with a firm foundation on how to build and operate an effective purchasing system in their operation which has a direct impact on the quality of service provided to the guest and the profitability of the operation.
- CONTENT** : The ideal set up and operation of the Purchasing Function will be discussed. Topics such as developing common “Purchase Specifications”, building productive relationships with suppliers, Buy or make decisions, factors affecting the purchasing decision will be presented to the participants. Specific examples from Turkish Hotels will be provided.

**DETAILS OF THE SUBJECT :**

- The Role of Purchasing process in the Hotel (From a TQM point of view)
- Determining Purchasing Needs and the Ordering Process (and beyond)
  - Forecasting Needs (A multi departmental approach)
  - Asking for Quotas, and evaluating offers
  - Ordering, Receiving, Storing and Issuing
- Relations with the Suppliers
  - Determining Common “Purchase Specifications”
  - Determining Deliver times and procedures.
  - Negotiating for prices and payment conditions
- How to choose a supplier?
  - Trustworthiness, Consistency, Expertise, Quality, Value for Money
  - Product and service capabilities.
- State of the Art Purchasing. (Purchasing Automation)
  - E-Procurement
- Buy or Make Decisions
  - Determining employee skills and labor costs
- Factors Affecting Purchasing Decisions
  - Storage Capacity (refrigerated store)

- Security and Safety Concerns in the Storage Areas (Natural and man-made threats)
- The concept of Opportunity Cost