



# Hospitality e-Learning brochure

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**Accredited** e-Learning designed by **curriculum experts** and mapped to **national standards**, all on a sleek, user-friendly and fully customisable LMS.

#### Health & Safety

Working at Heights  
Asbestos Awareness  
DSE Assessment  
COVID-19 Infection Control  
Conflict Resolution & Personal Safety  
General Data Protection Regulation  
Handling Hazardous Substances  
Managing Personal Stress  
Manual Handling  
First Aid Principles  
Role of a Fire Marshal  
Health & Safety Essentials  
Food Safety Principles

#### Business Skills

Action planning  
Active listening  
Activity flow charts  
Affinity diagrams  
Analysis of variance  
Reading body language as a sales tool  
Body language for facilitators  
Brainstorming  
Building high performance teams  
Building your personal brand  
Coaching skills  
Communication skills  
Conflict resolution  
Creative thinking  
Effective meetings  
Emotional intelligence  
Essential problem solving  
Giving and receiving feedback  
Influencing skills  
Interviewing skills  
Kaizen introduction  
Negotiation skills  
Networking for success  
Presentation skills  
Pressure management  
Prioritization and problem solving  
Process mapping  
Self-esteem and assertiveness  
Stress management  
Visual management

#### Health & Social Care

The Care Certificate  
Principles of Moving & Assisting  
Safe Handling of Medication  
Dementia Awareness  
Infection Control  
Food Safety Principles  
Safeguarding Adults  
Dysphagia Awareness  
Epilepsy & Emergency Medication  
Equality, Diversity & Inclusion  
COVID-19 Infection Control  
Infection Prevention & Control

#### Hospitality

Wine and Champagne  
Restaurant service  
Cleaning  
Cleaning bathrooms  
Housekeeping  
Making beds  
Presentation  
Allergy and special diets  
Disability and culture aware  
Disability aware  
COSHH & manual handling  
Creating a positive customer environment  
Fire aware  
Food and drink safety  
Service – boxing a table  
Service – buffet service  
Service – carrying & clearing plates  
Service – general preparation  
Service – laying tables  
Service – napkin folding  
Silver service technique  
Handling customer problems positively  
Handling glassware  
Handling glassware in the bar  
Licensing awareness  
Menu knowledge  
Prepare and close a bar  
Prepare and serve drinks  
Presenting menus and taking orders  
Safety aware for hotel staff  
Serving beer  
Taking wine orders  
Understanding customer needs  
Using positive selling skills  
Working with allergens

#### Project Management

##### PRINCE2® Agile Project Management

Introduction  
Foundation  
Foundation + official exam  
Foundation and practitioner  
Foundation and practitioner + exam

##### PRINCE2® Project Management

Introduction 6th Edition  
Foundation 6th Edition  
Foundation 6th Edition + exam  
Foundation and practitioner 6th Edition  
Foundation and practitioner 6th Edition + exam

##### MSP® Programme Management

Introduction  
Foundation  
Foundation + exam  
Foundation and practitioner  
Foundation and practitioner + exam

##### AgilePM® Passport

Introduction  
Foundation  
Foundation and practitioner

#### MS Office & I.T

##### Word 2019

Level 1 - Introduction & basics  
Level 2 - Importing, navigation and formatting  
Level 3 - Paragraphs and page layout  
Level 4 - Managing documents  
Level 5 - Objects and printing  
Level 6 - Tables and references

##### Excel 2019

Level 1 - Introduction and basics  
Level 2 - Cells and worksheets  
Level 3 - Views and layout  
Level 4 - Formatting and proofing  
Level 5 - Formulas and functions  
Level 6 - Presenting data visually  
Level 7 - Sharing and validating data  
Expert - Adv. charting and data analysis  
Expert - Adv. formulas, macros and external data  
Expert - Adv. functions, consolidating and auditing

##### Outlook 2019

Level 1 - Introduction and basics  
Level 2 - Messages and formatting  
Level 3 - Managing messages and contacts  
Level 4 - Calendar and other folders  
Level 5 - Auto features and searching

##### PowerPoint 2019

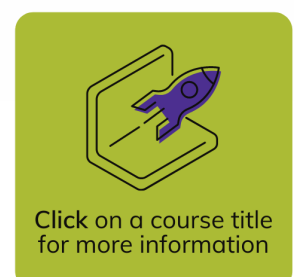
Level 1 - Introduction and basics  
Level 2 - Creating presentations  
Level 3 - Slide content  
Level 4 - Graphics and multimedia  
Level 5 - Charts and animations  
Level 6 - Reviewing and presenting



The suite of **Hospitality** courses that we offer are CPD Certified and endorsed by the Institute of Hospitality. The courses offer professional training for industry staff and are designed by operators for operators, with background experience and a direct understanding of hospitality.

### Courses:

Wine and Champagne	Licensing awareness
Restaurant service	Menu knowledge
Cleaning	Prepare and close a bar
Cleaning bathrooms	Prepare and serve drinks
Housekeeping	Presenting menus and taking orders
Making beds	Safety aware for hotel staff
Presentation	Serving beer
Allergy and special diets	Taking wine orders
Disability and culture aware	Understanding customer needs
Disability aware	Using positive selling skills
COSHH & manual handling	Working with allergens
Fire aware	
Food and drink safety	
Service – boxing a table	
Service – buffet service	
Service – carrying & clearing plates	
Service – general preparation	
Service – laying tables	
Service – napkin folding	
Silver service technique	
Handling customer problems positively	
Handling glassware	
Handling glassware in the bar	
Creating a positive customer environment	



Click on a course title  
for more information



## **Wine and Champagne**

**Seat time:** 1 hour

### **Course overview:**

Develop an understanding behind the procedures you have been shown on opening wine. Learn more about bin numbers, the temperature for storing wine and how to prepare ice baths. Watch videos and complete activities that show you the best practice standards of the hospitality industry and increase your confidence.

### **Audience:**

All operational F&B staff in hotels, restaurants and bars to develop their knowledge of Wine and Champagne service. Modules can be used as a complete programme or individually for specific training needs or refreshers. Individuals may like to develop their own knowledge and confidence or use the module certificates at interviews.

### **Objectives:**

- Prepare equipment for wine and Champagne service
- State how to present, open and pour wine and Champagne
- Increase awareness of some problems arising when serving wine and Champagne

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## **Restaurant service**

**Seat time:** 1 hour

### **Course overview:**

This module develops your knowledge of how various restaurant procedures work and should be completed with the other modules Carrying and Clearing plates and buffet service.

### **Audience:**

Operational front of house staff in hotels and restaurants to develop their knowledge and skills in key aspects of food service. This module is a separate module from the Food Service course and can be used according to training needs. Modules are ideal for new staff into the industry to support on job training in house or can be used by individuals wishing to gain some knowledge of food service in order to apply for a job. If you have problems organising training for your casual teams, this is an ideal approach. Select key modules and design your own training programme.

### **Objectives:**

- Identify different service styles and menu jargon
- Identify the standards of breakfast service
- Identify key service standards for afternoon tea
- Describe key standards for Room Service
- Identify the standards of serving the cheese course
- Describe key standards in the order of service

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## Cleaning

**Seat time:** 1 hour

### **Course overview:**

From the moment a guest walks through the doors of a hotel the level of cleanliness is something they are aware of. A carpet with bits on it, a greasy reception desk, smeary lift controls, and corridors that have not been vacuumed don't give the confidence that the room is going to be any better.

### **Audience:**

Operational housekeeping staff in hotels and guesthouses. Professional Housekeeping can be used for new staff to support internal on job training, to set a benchmark of Housekeeping standards for the whole team, to support the development of knowledge behind the practice, as part of your own training schemes or by people wishing to gain knowledge of the Housekeeping role in order to apply for a job.

### **Objectives:**

- Describe professional standards of key cleaning techniques and why they are used
- Apply the techniques to a range of fixtures and fittings
- Identify safety and hygiene standards

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



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## **Cleaning bathrooms**

**Seat time:** 1 hour

### **Course overview:**

How would you feel if you found hairs in the bath and they were not yours!! For the majority of people staying in a hotel this would be a sign of lack of cleanliness and attention to detail could will lead to a complaint. Regardless of the level of hotel the highest standard of cleanliness is always required and especially in bathrooms where bacteria thrive.

### **Audience:**

Operational housekeeping staff in hotels and guesthouses. Professional Housekeeping can be used for new staff to support internal on job training, to set a benchmark of Housekeeping standards for the whole team, to support the development of knowledge behind the practice, as part of your own training schemes or by people wishing to gain knowledge of the Housekeeping role in order to apply for a job.

### **Objectives:**

- Identify the equipment required to clean bathrooms
- Describe the techniques to clean fixtures and fittings in a bathroom
- Identify safety and hygiene standards

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## Housekeeping

**Seat time:** 1 hour

### **Course overview:**

This module explores the role of Housekeeping in a hotel and the other modules in the Professional Housekeeping programme will offer you more detail of the actual techniques and procedures.

### **Audience:**

Operational housekeeping staff in hotels and guesthouses. Professional Housekeeping can be used for new staff to support internal on job training, to set a benchmark of Housekeeping standards for the whole team, to support the development of knowledge behind the practice, as part of your own training schemes or by people wishing to gain knowledge of the Housekeeping role in order to apply for a job.

### **Objectives:**

- Identify different types of hotels and gradings
- State the structure of a Housekeeping department
- State the key responsibilities of a room attendant

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**





## **Making beds**

**Seat time:** 1 hour

### **Course overview:**

Most people 'love their bed' at home, therefore Housekeeping staff have a responsibility to ensure that the way the bed looks gives guests an impression that care has been taken and the way the bed is made contributes to a comfortable nights sleep.

### **Audience:**

Operational housekeeping staff in hotels and guesthouses. Professional Housekeeping can be used for new staff to support internal on job training, to set a benchmark of Housekeeping standards for the whole team, to support the development of knowledge behind the practice, as part of your own training schemes or by people wishing to gain knowledge of the Housekeeping role in order to apply for a job.

### **Objectives:**

- Identify different bedding and quality checks
- Use professional techniques to make beds
- Identify hygiene and presentation standards

**Cost: £15**



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## **Presentation**

**Seat time:** 1 hour

### **Course overview:**

Final presentation part of the Professional Housekeeping Skills programme will put the final touches in place that show the professionalism of Housekeeping

### **Audience:**

Operational housekeeping staff in hotels and guesthouses. Professional Housekeeping can be used for new staff to support internal on job training, to set a benchmark of Housekeeping standards for the whole team, to support the development of knowledge behind the practice, as part of your own training schemes or by people wishing to gain knowledge of the Housekeeping role in order to apply for a job.

### **Objectives:**

- Identify final presentation checks in guest bedrooms and bathrooms
- Identify the procedure for evening turndown
- State the presentation standards in occupied rooms and public areas

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## Allergy and special diets

**Seat time:** 45 minutes

### Course overview:

Allergy Awareness training for food and drink service staff has been a legal obligation in the UK since December 2014 but there is still a lack of awareness in businesses of the implications of not carrying this out. Staff cannot say 'they don't know' in response to a customer question and understand the danger of 'bluffing' an answer. A recent prosecution has taken place resulting in 6 year prison sentence of a restaurant owner and regular surveys still show that 70-80% of customers don't trust staff to give the correct information.

### Audience:

We offer modules for front of house staff and a module for chefs and managers that not only deliver the legal requirements but ensure your staff will be professional and confident and respect customer requests. The modules are endorsed by Vizion 21, a leading hospitality health and safety consultancy.

### Objectives:

- Identify 14 major allergens and foods that contain them
- State the action to take if you do not know the answer to a customer questions
- Identify key allergic reactions and the action you should take
- Identify key nutrients in foodIdentify special dietary requirements customers might have

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## **Disability and culture aware**

**Seat time:** 40 minutes

### **Course overview:**

The majority of people think wheelchairs when disability is mentioned. This module takes learners through the range of disabilities including visual, hearing, mobility and development, encouraging them to develop skills to support customers with disabilities and achieve a positive customer experience.

### **Audience:**

Operational staff in hotels to develop their knowledge and skills and increase awareness of legal implications of disability discrimination.

### **Objectives:**

- Increase awareness of disability discrimination
- Increase awareness of the range of disabilities
- Develop knowledge of positive communication when dealing with different disabilities
- Deliver great customer service to exceed the expectations of customers with disabilities

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



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## **Disability aware**

**Seat time:** 60 minutes

### **Course overview:**

The majority of people think wheelchairs when disability is mentioned! This module takes learners through the range of disabilities including visual, hearing, mobility and development, encouraging them to develop skills to support customers with disabilities and achieve a positive customer experience

### **Audience:**

Operational staff in hotels to develop their knowledge and skills and increase awareness of legal implications of disability discrimination.

### **Objectives:**

- Increase awareness of disability discrimination
- Increase awareness of the range of disabilities
- Develop knowledge of positive communication when dealing with different disabilities
- Deliver great customer service to exceed the expectations of customers with disabilities

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**Cost: £15**



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## **COSHH & manual handling**

**Seat time:** 45 minutes

### **Course overview:**

Fully interactive to ensure learners concentrate, this module tackles firstly COSHH requirements such as symbol recognition, personal protective equipment and safe working practices and then leads into manual handling showing by video and photos safe lifting techniques and emphasising the potential problems of lifting badly.

### **Audience:**

All operational staff in hotels, restaurants and bars to ensure they are aware of all health and safety procedures. Modules can be used as a complete programme or individually for specific training needs or refreshers. Individuals may like to develop their own knowledge and confidence or use the module certificates at interviews.

### **Objectives:**

- Identify safe practices when using chemicals and cleaning agents
- Identify how to lift and carry safely

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## **Fire aware**

**Seat time:** 50 minutes

### **Course overview:**

This module isn't about the business property and compliance but about what staff need to be aware of to work safely, raise the alarm and evacuate safely. Some businesses do not allow their staff to use fire extinguishers so there are 2 versions. If you want to make information and procedures specific to your business give us a call to find out how we can help you.

### **Audience:**

All operational staff in hotels, restaurants and bars to ensure they are aware of all health and safety procedures. Modules can be used as a complete programme or individually for specific training needs or refreshers. Individuals may like to develop their own knowledge and confidence or use the module certificates at interviews. The programme will contribute to the guided learning hours for those staff completing a hospitality apprenticeship.

### **Objectives:**

- Describe the principles of the fire triangle
- Identify key causes of fire in the workplace and how to minimise fire risk
- State how to raise the alarm
- Identify safe evacuation procedures

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## **Food and drink safety**

**Seat time:** 60 minutes

### **Course overview:**

This is not a qualification module but not all your staff need a formal qualification. Food Hygiene regulations allow staff other than key food handlers ie: chefs, to be trained 'to the needs of the job'. This interactive module is designed specifically for food and drink service staff and uses examples of both areas throughout. Consider using Allergy Aware with this module for all round knowledge.

### **Audience:**

All operational staff in hotels, restaurants and bars to ensure they are aware of all health and safety procedures. Modules can be used as a complete programme or individually for specific training needs or refreshers. Individuals may like to develop their own knowledge and confidence or use the module certificates at interviews. The programme will contribute to the guided learning hours for those staff completing a hospitality apprenticeship.

### **Objectives:**

- Identify the 3 types of contamination and methods of control
- Describe safe food and drink handling practices
- State the personal hygiene rules for food handlers and effective hand washing procedures
- Identify key cleaning procedures in food and bar service areas and the importance of pest awareness

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**Cost: £15**





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## **Service – boxing a table**

**Seat time:** 20 minutes

### **Course overview:**

A badly boxed table looks worse than just throwing a cloth over it. Learn about the technique behind this jargon term to create a professional finish to buffet tables, top tables, conference tables and many more.

### **Audience:**

Operational front of house staff in hotels and restaurants to develop their knowledge and skills in key aspects of food service. This module is a separate module from the Food Service course and can be used according to training needs. Modules are ideal for new staff into the industry to support on job training in house or can be used by individuals wishing to gain some knowledge of food service in order to apply for a job. If you have problems organising training for your casual teams, this is an ideal approach. Select key modules and design your own training programme.

### **Objectives:**

- Box a table professionally
- Identify hygiene and presentation standards

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## **Service – buffet service**

**Seat time:** 45 minutes

### **Course overview:**

Buffets can be self serve or assisted but most of all should look interesting! This module introduces you to the different layups and equipment that may be used depending on the style of the buffet along with the service procedures that should be used to ensure a great customer experience. The modules on boxing tables and clearing plates work well with this learning and you must have awareness of food safety.

### **Audience:**

Operational front of house staff in hotels and restaurants to develop their knowledge and skills in key aspects of food service. This module is a separate module from the Food Service course and can be used according to training needs. Modules are ideal for new staff into the industry to support on job training in house or can be used by individuals wishing to gain some knowledge of food service in order to apply for a job. If you have problems organising training for your casual teams, this is an ideal approach. Select key modules and design your own training programme.

### **Objectives:**

- Identify different styles of buffet service
- Identify different equipment that is used in buffet service
- State key standards for buffet presentation and lay up
- Identify key serving techniques for buffet service
- Identify hygiene and health and safety standards

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## **Service – carrying & clearing plates**

**Seat time:** 45 minutes

### **Course overview:**

Don't just squash plates together when clearing and avoid spilling sauces when serving customers! Learn professional techniques by watching videos and completing activities and having lots of practice yourself using step by step photos in resources.

### **Audience:**

Operational front of house staff in hotels and restaurants to develop their knowledge and skills in key aspects of food service. This module is a separate module from the Food Service course and can be used according to training needs. Modules are ideal for new staff into the industry to support on job training in house or can be used by individuals wishing to gain some knowledge of food service in order to apply for a job. If you have problems organising training for your casual teams, this is an ideal approach. Select key modules and design your own training programme.

### **Objectives:**

- Demonstrate how to hold 2 and 3 plates for service
- Identify how to hold plates using a service cloth
- State how to place plates in front of customers
- Demonstrate how to clear plates when customers have finished
- State how to remove waste food hygienically
- Identify hygiene and health and safety standards

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



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## **Service – general preparation**

**Seat time:** 45 minutes

### **Course overview:**

When tables are laid and napkins folded there are general tasks, such as filling cruets, preparing accompaniments, butters and oils and bread baskets and setting up service stations, that need to be prepared before customers arrive. Although companies may prepare different products this module will introduce you to the key procedures and allows you to consider the best practice standards along with learning more jargon. Give yourself a head start in that new job!

### **Audience:**

Operational front of house staff in hotels and restaurants to develop their knowledge and skills in key aspects of food service. This module is a separate module from the Food Service course and can be used according to training needs. Modules are ideal for new staff into the industry to support on job training in house or can be used by individuals wishing to gain some knowledge of food service in order to apply for a job. If you have problems organising training for your casual teams, this is an ideal approach. Select key modules and design your own training programme.

### **Objectives:**

- State the meaning of some jargon words used in restaurants
- Identify key standards of mis en place tasks
- Identify hygiene and presentation standards

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



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## **Service – laying tables**

**Seat time:** 40 minutes

### **Course overview:**

Which way round does the knife go?... What size cloth goes on a 5ft round table?... this interactive module will solve your questions, introduce you to some jargon and illustrates best practice standards used throughout hospitality. Consider the principles of cutlery recognition, watch a video on polishing cutlery, identify different size cloths for different tables or think about the standards of tables if not using cloths and finally view the principles of laying different 'covers'. Create a professional impression to customers on arrival in the restaurant.

### **Audience:**

Operational front of house staff in hotels and restaurants to develop their knowledge and skills in key aspects of food service. This module is a separate module from the Food Service course and can be used according to training needs. Modules are ideal for new staff into the industry to support on job training in house or can be used by individuals wishing to gain some knowledge of food service in order to apply for a job. If you have problems organising training for your casual teams, this is an ideal approach. Select key modules and design your own training programme.

### **Objectives:**

- Identify the standards for table lay up
- Identify health and safety standards

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## **Service – napkin folding**

**Seat time:** 40 minutes

### **Course overview:**

Which way round does the knife go?... What size cloth goes on a 5ft round table?... this interactive module will solve your questions, introduce you to some jargon and illustrates best practice standards used throughout hospitality. Consider the principles of cutlery recognition, watch a video on polishing cutlery, identify different size cloths for different tables or think about the standards of tables if not using cloths and finally view the principles of laying different 'covers'. Create a professional impression to customers on arrival in the restaurant.

### **Audience:**

Operational front of house staff in hotels and restaurants to develop their knowledge and skills in key aspects of food service. This module is a separate module from the Food Service course and can be used according to training needs. Modules are ideal for new staff into the industry to support on job training in house or can be used by individuals wishing to gain some knowledge of food service in order to apply for a job. If you have problems organising training for your casual teams, this is an ideal approach. Select key modules and design your own training programme.

### **Objectives:**

- Identify the standards for table lay up
- Identify health and safety standards

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



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## **Silver service technique**

**Seat time:** 40 minutes

### **Course overview:**

The technique of silver service is often used for banqueting service and is a highly sought after professional skill. To get the most from this module have a dish with some scrap food and a serving spoon and fork ready and you can join in the exercises that the module contains. Practice makes perfect!

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## Handling customer problems positively

**Seat time:** 60 minutes

### Course overview:

When a customer has a negative experience, however small it may be it can affect their experience. Handling problems positively is critical to delivering great customer service. This module explores how customer problems may occur and using the behaviour cycle encourages learners to think why customers may react in different ways when situations occur. A 7 step approach to resolving customer problems and referring problems to managers is thoroughly discussed using many specific hotel scenarios with the message of prevention is often better than cure!

### Audience:

Designed for all operational 'front facing' hotel staff. The modules can be used as a complete programme or individually for specific training needs or refreshers. Individuals may like to develop their own knowledge and confidence or use the module certificates at interviews.

### Objectives:

- Identify why customers complain and how they might feel
- State the 7 steps to positive problem handling and how they are used effectively
- Consider positive actions to solve customer problems

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**





## Handling glassware

**Seat time:** 30 minutes

### **Course overview:**

Although there are differences in the shape of glassware and lay up placement there are some basic principles which this short, interactive module shows you. Activities invite you to define the type of glass used for different drinks and a video shows you best practice standards of polishing and presenting glasses.

### **Audience:**

All operational F&B staff in hotels, restaurants and bars to develop their knowledge of Wine and Champagne service. Modules can be used as a complete programme or individually for specific training needs or refreshers. Individuals may like to develop their own knowledge and confidence or use the module certificates at interviews.

### **Objectives:**

- Identify different glassware
- State where glass is placed on tables
- Identify presentation and health and safety standards

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## Handling glassware in the bar

**Seat time:** 60 minutes

### **Course overview:**

Although there may be variances in company procedures there are basic principles that apply in all bar service. This interactive programme uses hospitality best practice standards for learners to consider professional methods and reminds them to check what their own companies may do.

### **Audience:**

Professional Bar Service is designed for all operational F&B staff in hotels, restaurants and bars to develop their knowledge of bar service. This module is a separate module from the Professional Bar Service course and can be used according to training needs. Individuals may like to develop their own knowledge and confidence. The Professional Bar Service will contribute to the guided learning hours for those staff completing a hospitality apprenticeship.

### **Objectives:**

- Identify different glassware used for different drinks
- State how to clean and polish glass
- Identify presentation and H&S standards

**Cost: £15**



## **Creating a positive customer environment**

**Seat time:** 60 minutes

### **Course overview:**

This module explores The Art of Communication and invites you, through a range of interactive activities using hotel based scenarios, to consider your negative and positive responses, develops the concept of the behaviour cycle and how your behaviour affects customer feelings and reactions. The module sets the best practice standards for welcoming and saying goodbye to customers, two of the most important procedures in delivering great customer service.

### **Audience:**

Designed for all operational 'front facing' hotel staff. The modules can be used as a complete programme or individually for specific training needs or refreshers. Individuals may like to develop their own knowledge and confidence or use the module certificates at interviews.

### **Objectives:**

- Identify how negative behaviour affects customers
- Identify positive responses to use
- State the procedure for the Hospitality Welcome and Goodbye

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## Licensing awareness

**Seat time:** 60 minutes

### Course overview:

This is not a full licence course but is designed for operational staff to develop their understanding of the importance of handling alcohol to the correct legal and company standards in the workplace. The importance of displaying a summary licence, the measures for the range of alcoholic drinks from spirits, beers, wines and fortified wines are discussed along with offering water to customers, age checks and recording refusals. The module also overviews the initial handling of drunk customers, giving accurate descriptions under the Consumer Protection Regulations and the fines that are applicable under licensing regulations

### Audience:

All operational staff in hotels, restaurants and bars to ensure they are aware of all Licensing regulations and how they effect the business. Individuals may like to develop their own knowledge and confidence or use the module certificates at interviews.

### Objectives:

- State who may not be served alcohol and the procedure for age checks
- Identify legal measures for alcoholic drinksIdentify indicators of excessive alcohol
- Describe the action you would take when dealing with violent / disorderly customers
- Recognise signs of drug misuse
- State the legislation on being smoke free
- State why it is important that customers are given accurate information

**Cost: £15**



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## Menu knowledge

**Seat time:** 60 minutes

### Course overview:

What is a medallion?... where is the shank on a lamb?... which is a rump steak?... what is a blue steak?... what does 'sustainable sources' mean?... is that a langoustine or a prawn?... what is hosmaki?... passion fruit or kiwi?... what is the difference between a pannacotta and a creme brulee?... what is the difference in cheeses?... So many questions, so much jargon! Through a series of activities this module will really make you concentrate and develop your knowledge of food to ensure you are confident when asking customer questions, confident to ask your manager if there is something you don't know on the menu and really add to your professionalism.

### Audience:

Operational front of house staff in hotels, restaurants and bars.

### Objectives:

- State why it is important to have a knowledge of food
- Define frequently used culinary terms
- Identify key ingredients of popular dishes

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## **Prepare and close a bar**

**Seat time:** 60 minutes

### **Course overview:**

There's a lot that goes on in a bar apart from serving drinks. This module will detail the general set up and close down procedures giving you a picture of what working in bar is all about. If you are new to bar work it will help you ask the right questions when you start a job of what you need to do before customers arrive. Use this module with Handling Glassware in the Bar.

### **Audience:**

Professional Bar Service is designed for all operational F&B staff in hotels, restaurants and bars to develop their knowledge of bar service. This module is a separate module from the Professional Bar Service course and can be used according to training needs. Individuals may like to develop their own knowledge and confidence. The Professional Bar Service will contribute to the guided learning hours for those staff completing a hospitality apprenticeship.

### **Objectives:**

- Prepare general bar equipment
- Prepare garnishes for drinks service
- Identify how stock is prepared
- State key Closing down procedures
- Identify health, safety & hygiene standards

**Cost: £15**



## **Prepare and serve drinks**

**Seat time:** 1 hour 30 minutes

### **Course overview:**

Although there may be variances in company procedures there are basic principles that apply in all bar service. This interactive programme uses hospitality best practice standards for learners to consider professional methods and reminds them to check what their own companies may do.

### **Audience:**

Professional Bar Service is designed for all operational F&B staff in hotels, restaurants and bars to develop their knowledge of bar service. This module is a separate module from the Professional Bar Service course and can be used according to training needs. Individuals may like to develop their own knowledge and confidence. The Professional Bar Service will contribute to the guided learning hours for those staff completing a hospitality apprenticeship.

### **Objectives:**

- Serve a range of alcoholic drinks
- Serve soft drinks
- Increase knowledge of different drinks

**Cost: £15**



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## **Presenting menus and taking orders**

**Seat time:** 45 minutes

### **Course overview:**

This module will give you knowledge of the professional procedures for taking orders and can be used with the module positive selling skills.

### **Audience:**

Operational front of house staff in hotels and restaurants to develop their knowledge and skills in key aspects of food service. This module is a separate module from the Food Service course and can be used according to training needs. Modules are ideal for new staff into the industry to support on job training in house or can be used by individuals wishing to gain some knowledge of food service in order to apply for a job. If you have problems organising training for your casual teams, this is an ideal approach. Select key modules and design your own training programme.

### **Objectives:**

- Identify how to present a menu
- Take accurate customer orders

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**





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## **Safety aware for hotel staff**

**Seat time:** 60 minutes

### **Course overview:**

Lots of activities ensure learners are totally concentrating, even if they have done this before! There is a choice of modules to ensure targeted learning. Versions are available for Food Service staff or Reception & Administration staff or Housekeeping staff or of your staff are general across all departments have the all in one version!

### **Audience:**

All operational staff in hotels, restaurants and bars to ensure they are aware of all health and safety procedures. Modules can be used as a complete programme or individually for specific training needs or refreshers. Individuals may like to develop their own knowledge and confidence or use the module certificates at interviews.

### **Objectives:**

- State your responsibility for health and safety at work
- Identify potential hazards found at work and safe working practices
- State how to report an accident at work

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## Serving beer

**Seat time:** 1 hour 30 minutes

### **Course overview:**

Although there may be variances in company procedures there are basic principles that apply in all bar service. This interactive programme uses hospitality best practice standards for learners to consider professional methods and reminds them to check what their own companies may do.

### **Audience:**

Professional Bar Service is designed for all operational F&B staff in hotels, restaurants and bars to develop their knowledge of bar service. This module is a separate module from the Professional Bar Service course and can be used according to training needs. Individuals may like to develop their own knowledge and confidence. The Professional Bar Service will contribute to the guided learning hours for those staff completing a hospitality apprenticeship.

### **Objectives:**

- State the professional standards used to pour and serve different beers
- Identify glassware and equipment used to serve beers
- Identify different types of beer and beer drinks

**Cost: £15**



## **Taking wine orders**

**Seat time:** 60 minutes

### **Course overview:**

A short interactive course developing the understanding behind the standards and procedures of writing wine orders.

### **Audience:**

All operational F&B staff in hotels, restaurants and bars to develop their knowledge of Wine and Champagne service. Modules can be used as a complete programme or individually for specific training needs or refreshers. Individuals may like to develop their own knowledge and confidence or use the module certificates at interviews.

### **Objectives:**

- Write a clear and accurate wine order
- Communicate wine orders
- Identify abbreviations that may be used

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



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## Understanding customer needs

**Seat time:** 45 minutes

### Course overview:

Although all customers have some basic expectations when they stay in a hotel such as cleanliness and safety, depending on why they have booked, customers have additional expectations. The ability to understand the different expectations and to meet or preferably exceed those expectations is the real art of the hospitality professional.

### Audience:

Designed for all operational 'front facing' hotel staff. The modules can be used as a complete programme or individually for specific training needs or refreshers. Individuals may like to develop their own knowledge and confidence or use the module certificates at interviews.

### Objectives:

- Identify the different needs of different types of customers Identify ideas to put the WOW! Into great customer service

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## Using positive selling skills

**Seat time:** 50 minutes

### Course overview:

Businesses are keen for staff to sell in order to increase revenues but selling skills don't come naturally to everyone. Just being told to push a particular wine or drink doesn't give everyone the confidence they need and can actually lead to a worse customer experience. This module builds from About Wine and Champagne and encourages you to use your understanding of wine flavours to 'recommend' and become a soft salesperson not pushy. A range of activities takes you through finding out your customer needs and the steps to 'making the offer'. The module is an adaptation of the module Using Positive Selling Skills in F&B and focusses purely on wine and Champagne sales.

### Audience:

All operational F&B staff in hotels, restaurants and bars to develop their knowledge of Wine and Champagne service. Modules can be used as a complete programme or individually for specific training needs or refreshers. Individuals may like to develop their own knowledge and confidence or use the module certificates at interviews.

### Objectives:

- Identify the 3 steps to positive selling and how to use them

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**



## Working with allergens

**Seat time:** 45 minutes

### Course overview:

Allergy Awareness training for food and drink service staff has been a legal obligation in the UK since December 2014 but there is still a lack of awareness in businesses of the implications of not carrying this out. Staff cannot say 'they don't know' in response to a customer question and understand the danger of 'bluffing' an answer. A recent prosecution has taken place resulting in 6 year prison sentence of a restaurant owner and regular surveys still show that 70-80% of customers don't trust staff to give the correct information.

### Audience:

We offer modules for front of house staff and a module for chefs and managers that not only deliver the legal requirements but ensure your staff will be professional and confident and respect customer requests. The modules are endorsed by Vizion 21, a leading hospitality health and safety consultancy.

### Objectives:

- Identify 14 major allergens and foods that contain them
- Identify key allergic reactions and the action you should take
- Read allergy labels and use the information to record correctly
- Identify how to declare allergens to customers
- Use best practice methods to minimise cross contamination of allergens
- State what information should be communicated to Food Service staff

**This course is CPD Certified and endorsed by the Institute of Hospitality**

**Cost: £15**