

Restaurant
& Hospitality

Skillnet,

2024 TRAINING COURSES

Restaurant & Hospitality Skillnet is co-funded by Skillnet Ireland and network companies. Skillnet Ireland is funded from the National Training Fund through the Department of Further and Higher Education, Research, Innovation and Science.

Skillnet,
IRELAND



An Roinn Breisoideachais agus Ardoideachais,
Taighde, Nuálaíochta agus Eolaíochta
Department of Further and Higher Education,
Research, Innovation and Science



Co-funded by
the European Union

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[E-LEARNING PROGRAMMES

CREATING CONTINUOUS IMPROVEMENTS – BITE SIZE LEAN MODULES

**COURSE DATES:
AVAILABLE ALL YEAR**

PROGRAMME OVERVIEW

Continuous Improvement Projects are a fundamental part of any business that wants to remain relevant to their customers, attract and retain the best talent, survive, thrive and grow.

Many Restaurant and Hospitality businesses launch projects or initiatives already. Some are successful, and others are not. This could be due to the process (or lack of process) for executing the project that was chosen.

In this e-learning series we take learners through a methodology for managing continuous improvement projects called the LEAN Project Framework. It is inspired by the proven LEAN and Six Sigma methodologies that are more common in other industry sectors such as Manufacturing, Government and Pharmaceuticals.

The training can be completed at any time and does not have to be completed in one sitting and progress of learners will be saved. Upon completion, learners will receive a certificate of completion from Restaurant & Hospitality Skillnet/Restaurants Association of Ireland.

COURSE CONTENT

Module 1 – Introduction

5 Principles of LEAN

The LEAN Project Framework

Project Selection Matrix

Creating a Project Charter

Module 2 – Observe the current process

Gaining a different perspective

Observation tools

Conducting an observation

Module 3 – Analyse the data

Establishing a data baseline

Analysis tools and metrics

Process Mapping

Root Cause Analysis

Module 4 – Install the Changes

Ideation/Brainstorming

Running a Pilot

The 5S tool

Creating an implementation plan

Module 5 – Monitor the Results

Standardisation

Creating Scoreboards/Performance Charts

Creating Accountability & Next Steps

Module 6 – Top LEAN Improvements

Top 5 Recommendations in Restaurants

Top 5 Recommendations in Bars

Top 5 Recommendations in Kitchens

Top 5 Recommendations in Administration

Member cost:

€35.00

Non-Member cost:

€70.00

Please note, price displayed is per person

Lean

LABOUR FORECASTING & SCHEDULING ELEARNING PROGRAMME

COURSE DATES:
AVAILABLE ALL YEAR

PROGRAMME OVERVIEW

For most hospitality businesses labour is the largest cost, so it needs to be planned and scheduled carefully to ensure our guests receive a level of service consistent with our brand standards. As our most valuable resource we need to ensure we are offering our team-members attractive, flexible and rewarding opportunities in line with their needs and aspirations.

When we can achieve this our business benefits as guests will return and spend more, we will retain our valuable team-members and other talent will be attracted by our flexible, engaging and positive working environment.

In this e-learning course we will introduce you to a volume-based labour management approach using the productivity metric of "hours per unit". Productivity is more common in other industry sectors but due to the fluctuating nature of our business volumes it has many benefits in hospitality also.

COURSE CONTENT

Module 1:

- Labor Market Changes in Our Industry
- Recognising Team Needs
- Aligning Team for Business Success
- Productivity Concepts
- Using Productivity Metrics for Labor Management
- Establishing Productivity Baseline

Module 2:

- 4-Step Forecasting and Scheduling
- Staff Planning and Scheduling Strategies
- 2 Tools for Scheduling; Availability Matrix and Flow Pattern
- Common Scheduling Failures

Module 3:

- Execute and Evaluate Steps Forecasting
- Shift Leader Priorities for Output
- Analysing Labor Performance
- Identifying Cost and Service Risks
- Benefits of Productivity in Labor Management

| | |
|------------------|--------|
| Member cost: | €35.00 |
| Non-Member cost: | €70.00 |

Please note, price displayed is per person

STANDARD OPERATING PROCEDURES FOR HOSPITALITY BUSINESSES

COURSE DATES:
AVAILABLE ALL YEAR

PROGRAMME OVERVIEW

Our eLearning Standard Operating Procedures training programme is suitable for those who are looking upskill in the standard operating procedures. The programme can be completed at any time by the learner (All SOP's do not have to be completed in one sitting). The programme consists of a number of SOPs which are accompanied by demonstration videos and thorough explanations. The learner will test their knowledge at the end of each SOP.

STANDARD OPERATING PROCEDURES INCLUDED

Section 1 Professional Standards on Duty

- 1 How to Ensure Excellent Grooming and Presentation
- 2 Professional Ethic While on Duty

Section 2 Welcoming Guests

- 3 Answering the Phone/ Taking a Reservation Over the Phone
- 4 Meet, Greet & Seat
- 5 Presenting and Explaining the Menu
- 6 Taking a Drinks Order
- 7 Taking an Order

Section 3 Serving Guests

- 8 Serving a Soft Drink
- 9 Serving a Bottle of Beer
- 10 Serving Wine & Champagne
- 11 Pulling the Perfect Guinness Pint
- 12 How to Rectify Cutlery
- 13 Serving Food Items
- 14 Checking Back in with the Guests at the Table
- 15 Cleaning a Table During Service
- 16 Crumbing Down
- 17 Serving Tea & Coffee
- 18 How to Carry and Clear Drinks
- 19 Preparing & Presenting the Bill

Section 4 Customer Care

- 20 General Customer Care
- 21 How to Deal with a Guest Complaint

Section 5 Serving Alcohol

- 22 Asking for ID
- 23 Late Drunk

Section 6 Behind the Scenes Skills

- 24 Managing Your Station
- 25 Polishing Cutlery
- 26 Polishing Glasses
- 27 Carrying Plates
- 28 How to Box a Tablecloth
- 29 How to set a Table
- 30 Replenish Stock
- 31 Changing a Keg
- 32 How to Change the Optics
- 33 How to Make Cocktails
- 34 Bottle Skips
- 35 Safe Ice Procedure
- 36 Knife Skills

Up to 10 staff

| | |
|------------------|---------|
| Member cost: | €100.00 |
| Non-Member cost: | €500.00 |

Up to 50 staff

| | |
|------------------|----------|
| Member cost: | €200.00 |
| Non-Member cost: | €1000.00 |

Up to 25 staff

| | |
|------------------|---------|
| Member cost: | €150.00 |
| Non-Member cost: | €750.00 |

Up to 100 staff

| | |
|------------------|----------|
| Member cost: | €250.00 |
| Non-Member cost: | €1250.00 |

Please note, price displayed is per business per year

STANDARD OPERATING PROCEDURES FOR ACCOMMODATION DEPARTMENT

COURSE DATES:
AVAILABLE ALL YEAR

PROGRAMME OVERVIEW

Our eLearning Standard Operating Procedures training programme is suitable for those who are looking upskill in the standard operating procedures. The programme can be completed at any time by the learner (All SOP's do not have to be completed in one sitting). The programme consists of a number of SOPs which are accompanied by demonstration videos and thorough explanations. The learner will test their knowledge at the end of each SOP.

STANDARD OPERATING PROCEDURES INCLUDED

- | | |
|--|---|
| Section 1 Operations | 17 Cleaning/ Care of Copper Baths |
| 1 General Customer Care | 18 Room Evening Amenity Service |
| 2 Safety & Security | 19 Reducing the Volume of Linen Guests Use |
| 3 Operational Hygiene | Section 5 General Service |
| Section 2 Housekeeping Equipment | 20 Maintenance Reporting |
| 4 Handling Storing & Using Equipment | 21 Handling Lost Property |
| 5 Handling Storing & Using Materials | 22 Complaint Handling |
| 6 Maintaining Accommodation Stores | 23 Managing People |
| 7 Care & Use of Accommodation Trolleys | 24 General Service Standards |
| Section 3 Public Areas | <ul style="list-style-type: none">• Reduce Loss of Stock from Guest Bedrooms• Lifeless Guest• Missing Child• Lift Malfunction• Unplanned Breakdown of Key Equipment• Emergency Evacuation Protocol• Accommodation Procedure For Property Management Systems (Opera) |
| 8 Cleaning a Corridor | |
| 9 Servicing Public Areas | |
| 10 Servicing Public Toilets | |
| 11 Room Service/ Amenities to Rooms | |
| Section 4 Bedrooms | |
| 12 Making a Bed | |
| 13 Dusting & Vacuuming | |
| 14 Servicing a Departure Room | |
| 15 Servicing an Occupied Room | |
| 16 Cleaning a Bathroom | |
| 17 Cleaning/ Care of Copper Baths | |

Up to 10 staff

| | |
|------------------|---------|
| Member cost: | €100.00 |
| Non-Member cost: | €500.00 |

Up to 50 staff

| | |
|------------------|----------|
| Member cost: | €200.00 |
| Non-Member cost: | €1000.00 |

Up to 25 staff

| | |
|------------------|---------|
| Member cost: | €150.00 |
| Non-Member cost: | €750.00 |

Up to 100 staff

| | |
|------------------|----------|
| Member cost: | €250.00 |
| Non-Member cost: | €1250.00 |

***Please note, price
displayed is per
business per year***

CERTIFIED HOSPITALITY SKILLS - LEVEL 1, LEVEL 2 AND LEVEL 3 ONLINE TRAINING

COURSE DATES:
AVAILABLE ALL YEAR

PROGRAMME OVERVIEW

A cost-effective training and risk-mitigation programme for all your staff. This solution significantly reduces training costs and risk for restaurants. Certified Hospitality Skills Level 1 programme is ideal for an entry level position, for individuals new to the restaurant & hospitality industry. Our Certified Hospitality Level 2 programme will help you in your first steps into a Supervisory role and Certified Hospitality Level 3 is ideal for owners and managers.

Fully online courses with no time limits. Multiple online assessment attempts allowed. Industry recognised Certification awarded upon Completion of all Courses. Online courses are delivered to employees via a secure website. The website gives you evidence that everyone is trained and that you're compliant.

LEVEL 1 MODULES

- Fire Safety Awareness*
- Food Hygiene L1
- Health & Safety – Slips, trips & falls
- Manual Handling Awareness*
- Allergen Awareness
- Responsible Sale of Alcohol
- Theft Prevention
- GDPR Overview for Employees
- Customer Experiences
- Intro to Wine, Beer & Spirits
- Covid 19 Return to Work Safely

*Please note Manual Handling & Fire Safety require a practical assessment to be fully compliant. Please enquire with the Network for pricing.

LEVEL 2 MODULES

- Food Hygiene L2
- Emergency First Aid Theory *
- Intro to KPIs
- Increase ATV
- First Steps into Leadership
- Critical Thinking Skills
- Problem Solving Skills
- Organisational Skills
- Effective Communication Skills
- Emotional Intelligence
- Teamworking Skills
- Presentation Skills

*Please note Emergency First Aid requires a practical assessment to be fully compliant. Please enquire with the Network for pricing.

LEVEL 3 MODULES

- Marketing Your Restaurant
- Operating Your Restaurant
- Restaurant Business Planning
- Managing Restaurant Finances
- Managing Kitchen KPIs
- Stock Control
- Budgets and Financial Reports
- Business Acumen
- Negotiation Skills
- Coaching and Mentoring
- Employee Recruitment
- Employee Onboarding
- Conflict Resolution
- Media and Public Relations
- Consumer Law
- Dignity at Work

| Up to 10 staff | | Up to 25 staff | | *Please note, price displayed is <u>per level</u> per business per year* |
|------------------|----------|------------------|----------|--|
| Member cost: | €50.00 | Member cost: | €75.00 | |
| Non-Member cost: | €200.00 | Non-Member cost: | €1500.00 | |
| Up to 50 staff | | Up to 100 staff | | |
| Member cost: | €100.00 | Member cost: | €50.00 | |
| Non-Member cost: | €2000.00 | Non-Member cost: | €3000.00 | |

ENGLISH LANGUAGE HOSPITALITY BASICS COURSE

COURSE DATES:
AVAILABLE ALL YEAR

PROGRAMME OVERVIEW

This short e-learning course has been developed for those working within hospitality businesses, where English is not their first language. This course will give the participants a good understanding of basic terminology used within a restaurant & hospitality setting. Throughout the e-learning, learners will be provided with many practical examples on how they can use the terminology within their job role.

Course is delivered in English. Subtitle Languages Available: French, Lithuanian, Polish, Portuguese and Romanian.

LEARNING OUTCOMES

By the end of this course you will:

- Understand all of the language associated with your food and beverage role.
- Be confident in dealing with people throughout your working day.
- Be able to answer the telephone and take a food & drinks order.
- Be able to name various drinks that are served at the bar.
- Be able to name various objects and dishes in the kitchen.
- Be confident in using vocabulary associated with accommodation and cleaning.

COURSE CONTENT


Module 1: Front Desk and Concierge Speak

Module 2: Restaurant Vocabulary and Phrases

Module 3: Bar Terminology

Module 4: Kitchen Terminology

Module 5: Cleaning Staff Essential Vocabulary



| | |
|------------------|--------|
| Member cost: | €35.00 |
| Non-Member cost: | €70.00 |

Please note, price displayed is per person

SUSTAINABILITY FOR SMALL HOSPITALITY BUSINESSES

COURSE DATES:
AVAILABLE ALL YEAR

PROGRAMME OVERVIEW

This short e-learning course on Sustainability has been developed for SME Business Owners and Managers to equip hospitality premises with best practices in the areas of water, waste and energy. This is a short course which will provide you with simple approaches and templates to become a more sustainable business.

The training can be completed at any time and does not have to be completed in one setting, progress of learners will be saved. Upon completion, learners will receive a certificate of completion from Restaurant & Hospitality Skillnet/Restaurants Association of Ireland.

COURSE CONTENT

Energy Management:

- Introduction
- Energy Terminology
- Understanding Energy Costs and Bills
- How to identify your main Energy Users
- Key Energy Actions
- Key Energy Areas
- Renewable Energy
- Carbon Management

Water Management

- Water costs: Do you know how much you spend on water?
- Water consumption: Do you know how much water you use?
- Water Benchmarking: Are you consuming too much?
- Leaks: Do you have a leak?
- Water users: What are your main water users
- Water Actions: How can you reduce water use?

Waste Management:

- Introduction & Food waste in Ireland
- Food waste in Irish restaurants
- Reducing Food Waste in Hospitality Businesses
- Segregation
- Measurement
- Investigation
- Action
- Find your inspiration

Online Delivery

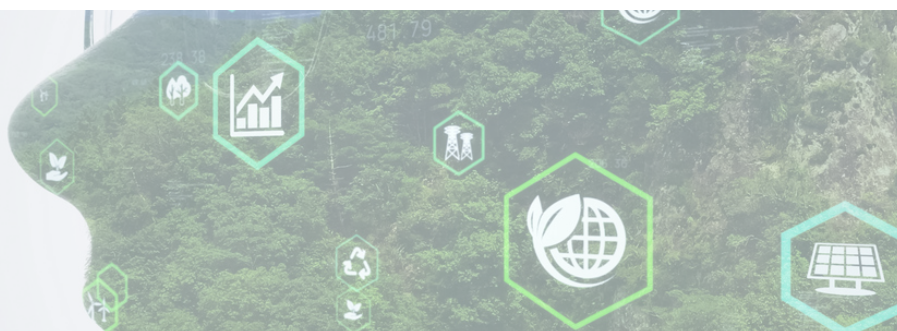
Fully online courses with no time limits. Multiple online assessment attempts allowed.

Expert Trainer

Course content has been created by an Expert Trainers with years of experience, accepted as one of the leading organisations in Ireland promoting sustainability and one of the oldest.

| | |
|------------------|--------|
| Member cost: | €35.00 |
| Non-Member cost: | €70.00 |

Please note, price displayed is per person



ESG LEADERSHIP PROGRAMME

STARTING 9TH JANUARY 2024

COURSE DATES:
STARTING 9TH JANUARY

PROGRAMME OVERVIEW

Making Environmental Social Governance easy to understand, implement and report - while maximising TRANSPARENCY across the board.

Walk away with a stronger understanding around how to implement an ESG Strategy within your organisation, as well as an Annual Report highlighting your commitments to the People, Planet & Profit.

This 5 month online programme is a blended delivery of self-guided video lessons and bi-weekly online check ins with expert educators.

COURSE CONTENT

Module 1 – Measuring your organisation’s environmental impact
Module 2 – Implementing an environmental management system
Module 3 – Scope 3 emissions
Module 4 – Biodiversity and Ecosystems
Module 5 – Social sustainability – internal
Module 6 – Social sustainability – external
Module 7 – Governance
Module 8 – Marketing & Reporting

COURSE CONTENT

- 1.5 hours every two weeks - live check in
- Approx 1 hour of self guided video lessons every 2 weeks
- Approx 4 hours per week of implementation of the learning every two weeks

COURSE SCHEDULE

Commencing Tuesday 9th of January with a live session.

Meeting then bi-weekly, every second Tuesday: 23rd January, 6th Feb, 27th Feb, 12th March, 26th March, 9th April, 23rd April.

DELIVERED BY FIFTY SHADES GREENER

| | |
|------------------|----------|
| Member cost: | €2360.00 |
| Non-Member cost: | €2950.00 |

Please note, price displayed is per person





[TRAINER LED PROGRAMMES



SUPERVISING FIRST AID FOR MENTAL HEALTH

COURSE DATE:
06/02/2024 & 07/02/2024

PROGRAMME OVERVIEW

Mental health issues in the workplace exist and effect all individuals. Businesses are now, more than ever, encouraged to take ownership of employee wellbeing and we can help you achieve this. This course encompasses the content of the Level 1 and Level 2 First Aid for Mental Health Awards courses and incorporates the first aid action plan for mental health and how to implement a positive mental health culture in the workplace. Gain the confidence to be able to know what mental health is and how to recognise, start a conversation on and support various conditions. Learners will gain the knowledge to identify when a person may have a mental health condition and know where they can go to get help.

CONTENT COVERED

- What is first aid for mental health?
- Identifying mental health conditions
- Providing advice and starting a conversation
- Stress
- Drugs and alcohol
- First aid action plan for mental health
- Mental health in the workplace
- Depression
- Anxiety
- Post-traumatic stress disorder
- Self-harm
- Suicide
- Eating disorders
- Personality disorders
- Bipolar disorder
- Psychosis
- Schizophrenia

DURATION

From 9am - 5pm each day

LOCATION

Virtual Delivery

| | |
|------------------|---------|
| Member cost: | €176.00 |
| Non-Member cost: | €220.00 |



COACHING SKILLS FOR MANAGEMENT

COURSE DATES:

08/02/2024

19/09/2024

PROGRAMME OVERVIEW

The aim of this course is to help managers have powerful coaching conversations to unlock the true potential of their team, maximise their performance and improve the customer experience. Traditional management approaches rely heavily on a directive approach. Coaching is a non-directive, empowering people to take ownership, be accountable, more innovative and deliver improved performance. This course is designed to allow managers to have powerful coaching conversations with their team to boost performance, wellbeing, retention and creating an enhanced customer experience.

CONTENT COVERED

- What is coaching and differences between coaching and mentoring
- The coaching process and core principles of coaching to motivate teams
- The GROW model of coaching
- How to build trust and building rapport – ability to create a safe supportive positive work environment
- SMART Goal setting and action planning
- Performance Coaching
- Coaching skills practice

DURATION

10.00am - 4.30pm

LOCATION

Virtual Delivery

| | |
|------------------|---------|
| Member cost: | €90.00 |
| Non-Member cost: | €120.00 |

PROFESSIONAL KITCHEN MANAGEMENT

COURSE DATES:

12/02/2024

11/04/2024

05/09/2024

DESIGNED BY CHEFS FOR CHEFS

PROGRAMME OVERVIEW

This one day intensive workshop will guide you through all areas of kitchen management fundamentals. This will include minimum wage increases, effects of Brexit on your business, food costs and inflation, and allergen legislation awareness. Can you afford not to attend?

CONTENT COVERED

- Effective Menu Pricing
- Menu Planning for Profit
- Wastage, Tax and Margin Pricing
- Kitchen Viability Post Covid
- Set Menu, Function Menu and TDH menu Pricing
- Allergen Awareness
- Labour Cost Effectiveness

DURATION

1 day - 9.30am - 4.30pm

LOCATION

Virtual Delivery



| | |
|------------------|---------|
| Member cost: | €110.00 |
| Non-Member cost: | €155.00 |

CUSTOMER SERVICE – DELIGHT & UPSELL

COURSE DATE:

05/03/2024

08/10/2024

PROGRAMME OVERVIEW

Are you ready to deliver superior customer care? It is time to reset standards so the customers want to return.

This one day virtual programme will provide you with all the essential customer service knowledge and skills for you and your staff to WOW your customers and help you to gain loyal customers.



COURSE CONTENT

- Value of lifetime customers
- How to increase sales to existing customers
- Effects of losing customers
- Why customers leave
- How to stop customers leaving
- How to turn dissatisfied customers into lifetime customers
- Complaints' handling
- How to delight customers – in your restaurant
- How to motivate customers to tell their friends and return

DURATION

1 day - 9.30am - 4.00pm

LOCATION

Virtual Delivery

| | |
|------------------|---------|
| Member cost: | €75.00 |
| Non-Member cost: | €100.00 |



MAXIMISING PERFORMANCE

COURSE DATES:
13/02/2024

PROGRAMME OVERVIEW

Goals are set for you to reach your potential and develop your own capabilities. Walk into 2024 with an upgraded mindset that supports your goals! Dream big, execute small. Find out how the secrets of high performance can help you reach any goal by designing smarter habits.

CONTENT COVERED

- Switching off autopilot and getting clarity on your goal.
- Create a 30/60/90 day goal and action plan.
- The neuroscience of the mind and how to break the habit of being yourself to create new results.
- The Knowing Doing Gap – You know how to achieve your goal but may be taking actions that give you results you don't want.
- Aligning high performance habits that align with your goal – Success is nothing more than a few simple disciplines repeated every day!
- Create a google calendar or scheduler and map out your week – mapping out goal-oriented activities.
- Focus sprints – Building actions into habits and working in flow state.

DURATION

From 09.30am - 12.30pm

LOCATION

Virtual Delivery

| | |
|------------------|---------|
| Member cost: | €128.00 |
| Non-Member cost: | €160.00 |

LEADERSHIP – EMOTIONAL INTELLIGENCE MASTERCLASS

COURSE DATE:

07/03/2024



The working world has changed. Managers need to enhance their skills to more effectively manage, motivate and retain the post pandemic workforce and build a sustainable, successful business.

PROGRAMME OVERVIEW

This programme will provide managers with a deeper understanding of emotional intelligence, and includes some tools to enhance emotional intelligence to build a positive work environment in your business. This interactive programme, will boost the essential EI skills to support team wellbeing, effective team management, boost retention and performance.

CONTENT COVERED

- Definition of emotional intelligence
- Understanding the impact of emotional intelligence in the workplace
- The science of emotions
- Understanding key leadership emotional intelligence competencies to connect, communicate and influence those you lead
- Learn how to improve Self Awareness be more intentional in working with others

DURATION

9.30am - 1.00pm

LOCATION

Virtual Delivery

| | |
|------------------|--------|
| Member cost: | €70.00 |
| Non-Member cost: | €90.00 |



SUPERVISORY SKILLS

COURSE DATES:
08/05/2024
10/09/2024

PROGRAMME OVERVIEW

Supervisors on the middle management tier, often have a difficult role to play as much of the time this will be their first management positions. This programme looks to strengthen their skillset and subsequently their confidence, leading to better decision making and leadership.

WHO IS THIS COURSE FOR

This course is ideal for those who are aspiring to be or have just been promoted to Supervisors/ Junior Managers.

CONTENT COVERED

- Communication
- Conflict Resolution
- Leadership
- Critical thinking
- Interpersonal skills
- Time Management
- Problem Solving

DURATION

From 10.00am - 4.00pm

LOCATION

Virtual Delivery

| | |
|------------------|---------|
| Member cost: | €90.00 |
| Non-Member cost: | €130.00 |

CERTIFICATE IN HOSPITALITY LEADERSHIP & MANAGEMENT

COURSE DATES:

29/01/2024 & 30/01/2024

PROGRAMME OVERVIEW

This 2-day residential course is an introduction to hospitality management with an emphasis on application in the workplace. This programme is designed for team members who want to develop themselves as supervisors and managers. Modules covered include, Revenue Management, HR & People Management, Finance for nonfinancial managers, Conflict resolution & Intercultural communication for hospitality.

CONTENT COVERED

HR & People Management

- How Culture, Compensation, Benefits & Branding impacts on your ability to attract & retain great people
- Insight into upcoming legislation changes & contractual requirements
- How impactful leadership skills are key to creating the best teams
- Relationships are built on great communications
- Helping people grow

Revenue Management

- Trends in Revenue & Distribution Management
- Where does Revenue Management sit in your organisation?
- Collaboration across Sales/Marketing/Revenue
- What is the best approach for pricing your hotel
- What makes a good competitive set?
- Benchmarking for growth



LOCATION

Shannon College of Hotel Management,
Shannon Airport, Shannon, Co. Clare, V14 DP03

DURATION

From 9.00am - 5.00pm

| | |
|------------------|----------|
| Member cost: | €920.00 |
| Non-Member cost: | €1150.00 |

THIS INCLUDES

- The 2 Full Programme Days
- All learning materials required
- Accommodation and breakfast for 1 night
- Networking Dinner on the evening of Monday January 29th
- Lunch each day of the course
- Morning and afternoon Tea & Coffee breaks
- Certificate in Hospitality Leadership and Management – awarded by Shannon College of Hotel Management,

Supported by IHI


IRISH HOSPITALITY INSTITUTE

REVENUE MANAGEMENT MODULE

COURSE DATE:
29/01/2024

PROGRAMME OVERVIEW

This one day revenue management course is designed to deliver actionable insights for your hotel in the Revenue & Distribution Management space .

The course will direct you as to some key actions that you can implement in property to support your revenue optimisation.

CONTENT COVERED

Revenue Management

- Trends in Revenue & Distribution Management
- Where does Revenue Management sit in your organisation?
- Collaboration across Sales/Marketing/Revenue
- What is the best approach for pricing your hotel
- What makes a good competitive set?
- Benchmarking for growth

LOCATION

Shannon College of Hotel Management,
Shannon Airport, Shannon, Co. Clare, V14 DP03

THIS INCLUDES

- One full day module
- All learning materials required
- Lunch on the day
- Morning and afternoon Tea & Coffee breaks
- Certificate of completion – awarded by Shannon College of Hotel Management, a college of The University of Galway.

TRAINER

Revenue Management Module will be delivered by Oonagh Cremins, Owner & Director, The Innovate Room.

DURATION

From 9.00am - 5.00pm



| | |
|------------------|---------|
| Member cost: | €396.00 |
| Non-Member cost: | €495.00 |

Supported by IHI





HUMAN RESOURCE WORKSHOP

COURSE DATES:
20/03/2024 & 21/03/2024

PROGRAMME OVERVIEW

This training will equip participants with the skills and knowledge to understand and apply the basics of human resources in any organisation. This workshop will be delivered over 2 x 3 hour sessions.

CONTENT COVERED

- Leave Policies
- Organisation of Working Time Act 1997
- Protection of Young Persons (Employment) Act 1996
- Managing Absence
- Intoxicants in the Workplace
- Basics of Employment Law
- Managing Grievance Procedures
- Following Disciplinary Procedures

WHO IS THIS COURSE FOR?

This programme is for Managers, HR Managers and those who are responsible for HR.

DURATION

2 days - 10.00am - 1.00pm each day

LOCATION

Virtual Delivery

| | |
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| Member cost: | €90.00 |
| Non-Member cost: | €130.00 |

DIGNITY AND RESPECT AT WORK FOR MANAGERS

COURSE DATE:
10/04/2024

PROGRAMME OVERVIEW

This training will equip participants with the skills and knowledge necessary to respond effectively to complaints of bullying and harassment in the workplace.



COURSE CONTENT

- Relevant Legislation
- Code of Practice on prevention and resolution of bullying at work
- Code of Practice on sexual harassment and harassment at work
- Employer and employee responsibilities
- Dignity at work policies and procedures
- Defining bullying, harassment and sexual harassment
- Examples of what is and what is not bullying
- Procedures for dealing with bullying in the workplace
- Characteristics of harassment
- Procedures for dealing with harassment and sexual harassment in the workplace
- Differences between bullying, harassment and grievances
- Real life scenarios
- Practical steps to create a workplace free of bullying and harassment
- Interpersonal skills – listening, asking questions effectively, dealing with difficult people

DURATION

1 day - 10.00am - 1.00pm

LOCATION

Virtual Delivery

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| Member cost: | €70.00 |
| Non-Member cost: | €100.00 |

BASICS OF EMPLOYMENT LAW

COURSE DATES:
18/09/2024 & 19/09/2024



PROGRAMME OVERVIEW

On completion of this course participants will have an increased understanding of the employer obligations under employment legislation. The participants will gain practical knowledge in relation to what employers and managers can and should do and when to get advice.

CONTENT COVERED

- Establishing the right to work
- Employment contracts
- Company policies
- GDPR and employee record keeping
- Managing staff working time
- Managing staff leave
- Payment of wages
- Equality and diversity legislation
- Basics of probation management
- Disciplinary and grievance procedures
- Recently introduced and upcoming legislation

DURATION

2 days - 10.00am - 1.00pm

LOCATION

Virtual Delivery

| | |
|------------------|---------|
| Member cost: | €90.00 |
| Non-Member cost: | €130.00 |

EFFECTIVE CONFLICT MANAGEMENT

COURSE DATE:

16/10/2024 & 17/10/2024

PROGRAMME OVERVIEW

This training will equip participants with the skills and knowledge necessary to manage conflict effectively. The participants will gain knowledge of sources and types of conflicts as well as managing conflicts using various methods and models.

This workshop will be delivered over 2 x 3 hour sessions.

LEARNING OUTCOMES

- Identify sources and implications of workplace conflict.
- Identify and deal with the behaviours that trigger or escalate conflict.
- Understand the different approaches/ techniques to conflict resolution.
- Develop their communications skills when dealing in with others in the workplace.
- Apply assertiveness when dealing with conflict.

CONTENT COVERED

- Sources of conflict in the workplace.
- The positive and negative effects of conflict on an individual and organisation.
- The role of a manager in effective conflict prevention and resolution.
- The key interpersonal skills for resolving conflict.
- The impact of body language on conflict.
- Conflict resolution approaches and techniques.
- Managing difficult conversations.
- Effective feedback delivery.
- Receiving feedback.
- Practical tips for conflict related meeting facilitation.
- Moving beyond conflict and fostering positive work environment



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| Member cost: | €90.00 |
| Non-Member cost: | €130.00 |

DURATION

2 days - 10.00am - 1.00pm each day

LOCATION

Virtual Delivery

ELEVATE YOUR RESTAURANT - MARKETING MASTERCLASS

COURSE DATE:
05/03/2024



DURATION

9.30am - 4.30pm

LOCATION

Ashling Hotel Dublin

MENTORING

As part of the overall masterclass, the speakers will provide a 1:1 follow-up mentoring session (1hr) with participants. Participants will have the opportunity to choose their preferred mentor.

PROGRAMME OVERVIEW

This is a transformative full-day masterclass event designed exclusively for restaurateurs who are determined to take their business to the next level. This immersive learning experience will equip participants with the latest trends, insights, and tools needed to thrive in three crucial areas of their business: marketing and strategy; business growth and commercial success; and digital content creation and online presence.

The guest speakers are leaders in their respective fields and will share their expertise during the masterclass. The lineup includes Award Winning Marketeer, Jane Manzor, Food Business Coach, Tracie Daly and Digital Content Expert Paula Murphy from Zahra Media.

EVENT AGENDA

09:30AM Registration Opens

10:00AM Introduction

10:30AM 'Elevate yourself first!' - Tracie Daly

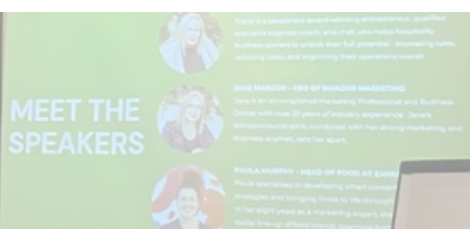
12:00 PM Lunch & Networking

01:05PM 'Elevate your marketing: Branding for Success' - Jane Manzor

02:30PM 'How to upgrade your customer engagement today: Unleashing the power of content ' - Paula Murphy

04:00PM Wrap up and Q&A

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| Member cost: | €350.00 |
| Non-Member cost: | €490.00 |



GROW YOUR RESTAURANT'S PROFILE, AWARENESS AND SALES THROUGH MARKETING- WEBINAR SERIES

COURSE DATES:

19/03, 09/04, 23/04, 14/05, 28/05 & 11/06

PROGRAMME OVERVIEW

This is a transformative series of webinars led by Jane Manzor, Branding and Marketing expert with over 25 years of industry experience. The course is designed to help restaurant owners and staff learn about key areas of marketing and digital marketing. We will also offer participants practical insights and exercises to help them build their marketing tactics, tools, techniques, but most importantly will have a direct impact on their business and their bottom line.



DURATION

Webinar 1 Branding - 19th March

Webinar 2 Public Relations - 9th April

Webinar 3 Professional Photography, Videography & Visual Assets- 23rd April

Webinar 4 Digital Marketing- 14th May

Webinar 5 Social Media - 28th May

Webinar 6 Email Marketing- 11th June

Each Webinar will be 1.5hrs long with opportunity for Q&A at the end.

LOCATION

Virtual Delivery

PRICING

We understand that all webinar topics may not be suitable for you, therefore we decided to give you the option to book all webinars or individual ones that would suit your needs best.

FULL COURSE (ALL SIX WEBINARS)

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| Member cost: | €216.00 |
| Non-Member cost: | €270.00 |

INDIVIDUAL MODULES (PER MODULE)

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|------------------|--------|
| Member cost: | €36.00 |
| Non-Member cost: | €45.00 |

GROW YOUR RESTAURANT'S PROFILE, AWARENESS AND SALES THROUGH MARKETING- WEBINAR SERIES

COURSE DATES:

TBA 03/2024 - 06/2024

WEBINAR 1 - BRANDING

Having an effective brand is a key way to increase your sales and business profile. Branding is included in every touch point you have with your customer, be it through signage, uniforms, online or in traditional form. In this webinar you will learn how to develop a best in class brand and also learn hits and tips on how to keep your brand consistent across platforms.

WEBINAR 2 - PUBLIC RELATIONS

Explore the potential of public relations as a marketing strategy to foster a favourable reputation for your restaurant. Uncover the methods to optimise PR exposure through press releases and social media posts.

WEBINAR 3 PROFESSIONAL PHOTOGRAPHY, VIDEOGRAPHY & VISUAL ASSETS CREATION

The power of mouthwatering food photos and captivating videos cannot be overstated. This is more than just a trend for restaurants—it's a necessity. In this webinar you will learn how you can master the art of creating irresistible visual content for your business. Whether you're a Michelin-starred restaurant or a cozy neighborhood café, these tips will help you showcase your dishes and ambiance in a way that leaves your audience craving for more.

WEBINAR 4 - DIGITAL MARKETING

The importance of having a robust online presence cannot be overstated. We invite you to join us this webinar where we will explore the different ways you can enhance your digital presence. From refining your website to implementing effective influencer marketing and email campaigns, we will provide you with valuable insights and techniques to ensure that your restaurant stands out in the digital landscape.

WEBINAR 5 - SOCIAL MEDIA

Learn why social media marketing and customer engagement should be on your radar, how to identify your audience online, and when, where and how to communicate with them. Get familiar with the latest trends and real-world case studies that will inspire and equip you to thrive in today's competitive marketplace.

WEBINAR 6 - EMAIL MARKETING

Email marketing is a highly impactful marketing strategy for restaurants, offering numerous benefits. Join us in this webinar to discover how you can effectively connect with your customers through this powerful channel.



[IN COMPANY TRAINING PROGRAMMES



IN COMPANY TRAINING PROGRAMMES

AVAILABLE UPON REQUEST

The Restaurant & Hospitality Skillnet partially fund the design and delivery of in company training, delivered on site or virtually (dependent on the course), specifically for your staff and tailored to your needs. Our in company training option is suitable for business that have a high number of staff that need to be trained in the same skill or knowledge area or staff that need to be re-trained to the same standard. Below are a list of sample training programmes that can be delivered in company:

The Restaurant & Hospitality Skillnet members can avail of a 15% discount on the below training

AVAILABLE COURSES

- Food & Beverage Skills Training
- Customer Care – Delight and Up Sell
- Skills Coaching
- Supervisory Skills Course
- Accommodation Techniques
- Reception Skills
- Bar Training
- Barista Training
- Restaurant & Hospitality Management Development Programme (MDP)
- WSET in Spirits and Wines

COURSE DESCRIPTIONS AVAILABLE ON OUR WEBSITE

ENQUIRE TODAY BY FILLING OUT OUR CONTACT FORM [HERE](#)



“ GET IN TOUCH

For all training related queries and to book, please contact us:

Email: info@rskillnet.ie

Phone: +353 1 6779901

Website: www.rskillnet.ie

Network Manager contact details:

Niamh O'Malley

Email: niamh.omalley@rai.ie

Follow us on social media for regular updates!

