

Lancaster & Morecambe College

Hospitality Academy

We recognise that each hospitality business is unique in terms of market, culture, ambience and standards, also that bespoke training adds greater value in converting learning into everyday practice.

We are introducing a **Hospitality Academy**, providing businesses with **fully funded** courses which you can 'pick & mix' between dependent on your specific needs. Your **Employer Engagement Advisor** will discuss with you the training which most closely matches your needs, and then our **Hospitality Training Co-ordinator** will identify how to create your bespoke training requirements. Following the initial training, you may then decide a more in-depth route is required leading to qualifications for your team and provide potential Apprenticeship opportunities.

CRAFT COURSES - 1 day

- Customer Skills for Food & Beverage Staff
- Guest Skills for Front of House Staff
- Housekeeping Skills

SUPERVISORY COURSES - 1 day

- Train the Trainer - suitable for Kitchen staff/Housekeeping/Front Office/Restaurant/ Mixed
- Implementing, Delivering & Monitoring Standards - suitable for Restaurant/Bar/Front Office and Housekeeping
- Implementing, Delivering & Monitoring Dish Standards - suitable for Kitchen staff
- Getting the Best From Your Staff Everyday - suitable for all departments
- How to Coach & Delegate Effectively - suitable for all departments

MANAGEMENT COURSES - 1 day

- Establishing & Implementing Brand Standards
- Understanding & Managing Your Profit & Loss Statement
- Goal Setting to Achieve Results
- Improving Team Performance
- Recruiting People Who Like People

Bespoke Courses

The courses identified here are the most popular. However, if you have a specific training need, please discuss with your Employer Engagement Advisor and they will be happy to help.

For further information please contact:

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