

# AA with Direction Hospitality Training

## Online Hospitality Staff Academy

Interactive on-line modules for pc, iPad, tablet

### Induction

Meet your responsibilities for training new staff and tick all your legal boxes! All these modules meet the training requirements for new staff but could also be used for refresher training.

- Fire Aware!
- Safety Aware!
- COSHH & Manual Handling Aware!
- Food Safety Aware! (Designed for restaurant and bar staff)

This module and Allergy aware is endorsed by Vizion21 - a leading hospitality H&S consultancy.

- Allergy Aware!
- Licensing awareness for operational staff

View demonstration modules by clicking on this link



### Giving Great Customer Service

A 3-part programme, each module building from the base knowledge set in Creating a positive environment

**Creating a positive customer environment** – introduces staff to negative and positive behaviours and the principles behind the Behaviour Cycle. The standards are set for The Hospitality Welcome and Goodbye.

**Handling different customer behaviours positively** – 3 modules building knowledge and understanding of different customers.

- **Understanding customer behaviours** – builds from the knowledge of negative and positive behaviours to identifying these in different customers and using the Behaviour Cycle to think of positive responses to use to get the best from the customer
- **Understanding customer needs** – develops an understanding of what a customer is expecting when they visit your hotel or restaurant and then meeting and exceeding that expectation
- **Being disability & cultural aware!** A customer with a disability or from another country is not any different from other customers but have additional needs that demand more knowledge from staff. This is a base module from which Being Disability Aware! builds with additional knowledge.

**Handling customer problems positively** – the culmination of developing the knowledge of responding positively -get it right when something goes wrong and preferably stop it going wrong in the first place!

View demonstration modules by clicking on this link

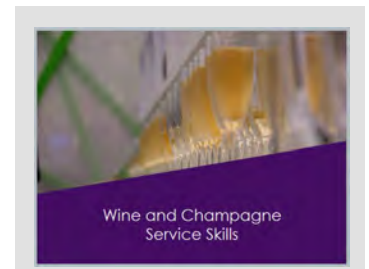


## Wine and Champagne Service

A 3-part programme or can be used individually.

- **Wine and Champagne service skills** looks at preparing glassware and stock for service as well as the skills of presenting, opening and pouring wine and champagne. We include a bit on opening screw-top bottles professionally!
- **About wine and Champagne** gives staff a basic knowledge of how wine gets into the bottle and different grape flavours to use when recommending wine. It is not a course for sommeliers, but a basic understanding from which you can develop further knowledge about your wine list.
- **Using positive selling skills** when taking wine orders using knowledge about the wine linked with your customer the learner will look at 'selling' as in recommending and suggesting – not being pushy.

View demonstration modules by clicking on this link

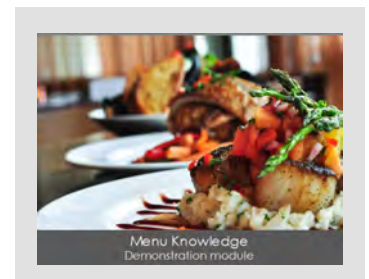


## Food Service Procedures

A 4-part programme designed for a member of staff going into this new role.

- **Mis en place** covers the basics of preparing the restaurant for service from different cutlery and glasses, polishing cutlery and glasses, table linen and laying tables, napkin folding along with preparing accompaniments
- **Food service skills** gives learners the knowledge of plate service, silver service and clearing plates and crumbing down. A series of videos and 'how to' pictures give learners the chance to see skills in action and then to practice.
- **Menu knowledge** – a series of activities takes learners through culinary terms that will help them be more confident when asked questions by customers
- **Using positive selling skills when taking orders** – as with taking wine orders this module looks at the power of suggestion to sell dishes on the menu

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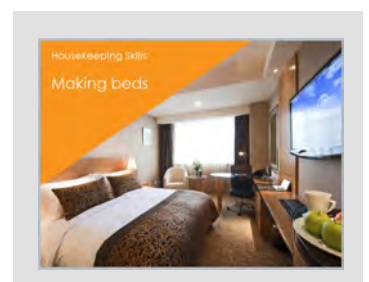


## Housekeeping Procedures

Currently a 2-part programme on achieving professional industry and AA standards of cleanliness and presentation of guest bedrooms.

- Preparing guest bedrooms
- Preparing guest bathrooms

View demonstration modules by clicking on this link



## Benefits of On-line Learning:

- Great flexibility - Individuals can undertake their training at any time within a time frame
- Don't have to find space to train – or the time! Therefore, more training is undertaken
- At work or at home .....
- A training method that appeals to many staff especially younger staff - PC, ipad, tablet
- Consistent message of professional standards sent to everyone
- Managers may not have expertise in some subjects
- Management time saving in delivering training as well as organisation and no overtime paid out to cover shifts when staff away on training
- Provides a benchmark for managers to develop standards further
- Reports tracking progression and completion to evidence legal requirements or add to staff records

## Testimonial

"Our online training for the new allergen food law Food Information Act 2014 was put together swiftly by Direction Training, and the team was very helpful and suggested adding on a special diets section too. Before we knew it all the staff had been emailed their login details and had taken the courses and we had become compliant as a hotel with the new requirements. Thanks to Judith and her team at Direction Training we have also looked at other modules to aid with our staff training needs. Thank you for being easy to work with and delivering the goods."

Cedar Manor Hotel. Windermere

**Direction**  
hospitality training

**CONTACT DIRECTION TRAINING**

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