

Effective Hospitality Training

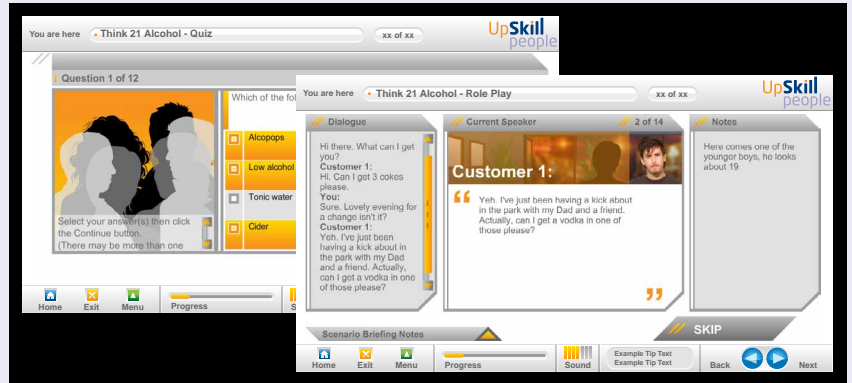
Get your team **skilled and compliant**
for just **£1 a day** per location

ESSENTIALS



- **WELCOME TO HOSPITALITY**
Introduction to hospitality, looking after customers
- **PERSONAL ESSENTIALS**
Appearance and hygiene, health at work
- **HEALTH & SAFETY ESSENTIALS**
Accidents and prevention, COSHH, signs, manual handling, first aid
- **FIRE SAFETY ESSENTIALS**
Causes of fire, prevention, evacuation, equipment
- **FOOD HYGIENE ESSENTIALS**
Poisoning and contamination, HACCP, food pests, the law, cleaning
- **THINK 21 ALCOHOL**
What is alcohol? age, ID and the law, refusals
- **ALCOHOL PLUS**
Licensing law, The Act, units and strength, effects on health

Learning online 24/7 - whenever you need it



Failed test purchases, fines, losing your licence, unhappy customers - all of these things are a reality in hospitality.

It will hit the bottom line if you don't make sure your staff are trained and performing.

You face an ever increasing amount of legislation to comply with. We have a complete package to train and assess your staff and show you (and the authorities) who knows what.

- Learn at home, at work, anywhere - no need to travel
- Very cost-effective, paper-free - environmentally friendly
- Concise courses - more time with customers

Our courses offer much more than legal compliance. They also make sure your team know how to serve your customers well and keep them coming back.

We've been successfully training large and small hospitality teams since 1995, read on to find out how easy it is to start to put your team on the right side of the law, then get in touch.



3 Simple Steps:

- 1 - Pick your package (Essentials or Plus)
- 2 - Pick your team size (up to 20 or up to 40)
- 3 - Add up the price for each location, call us

PLUS adds these



The previous page shows what's included in the ESSENTIALS package, upgrade to the PLUS package and get these as well:

- **EQUALITY ESSENTIALS**
What being equal and fair means, discrimination, identify and act
- **LPG - NEED TO KNOW**
Using LPG cylinders safely, types, connecting, gas escapes
- **DISPLAY SCREEN EQUIPMENT**
The law, health risks, good practices, exercises at work
- **PCI ESSENTIALS**
What is PCI and how to stay compliant, data theft, DPA
- **DATA SECURITY ESSENTIALS**
Security risks, workstation best practice, internet and email safety
- **TAILOR MADE ...**
Beyond these great value packages we have further courses in our library, we can create courses specifically to your needs. Get in touch if you need to go beyond PLUS

You decide what you need



There are two packages available, **Essentials** contains 7 courses focussed on keeping your team compliant and looking after your customers.

Plus adds a further 5 courses to help improve your bottom line through better management and compliance. You can upgrade at any time.

Once you've decided the package you want the price depends on the team size in each of your locations, up to **20 people** or up to **40 people**, that's it, we've kept it simple!

No of staff in each location	PACKAGE	
	ESSENTIALS	PLUS
1-20	£399	£449
21-40	£499	£549

Prices are ex-VAT per location per year

Included is:

- Self administration, always have your users up to date
- Unlimited access to all courses from any location
- Online tracking for each store manager
- Certificate printing on completion of each course
- Full business report pack every 3 months
- Email help and support



Packages at a glance

In use every day by some of the **best** in hospitality - put them to work for you

Courses included in each package



	ESSENTIALS	PLUS
 WELCOME TO HOSPITALITY	✓	✓
 PERSONAL ESSENTIALS	✓	✓
 HEALTH & SAFETY	✓	✓
 FIRE SAFETY ESSENTIALS	✓	✓
 FOOD HYGIENE ESSENTIALS	✓	✓
 THINK 21 ALCOHOL	✓	✓
 ALCOHOL PLUS	✓	✓
 EQUALITY ESSENTIALS		✓
 LPG - NEED TO KNOW		✓
 DISPLAY SCREEN EQUIPMENT		✓
 PCI ESSENTIALS		✓
 DATA SECURITY ESSENTIALS		✓



How it works ...

3 Steps To Compliance



STEP 1 - SET UP

Place your **order**, tell us the details of your locations and we set up the system for you.

You set up **individual log on** details for each member of your team.

Your staff log on, **start training** and complete the quizzes. They can visit as often as they need to.

STEP 2 - FIND OUT WHO'S DONE WHAT

Each manager can **see who's done what** and the company gets **quarterly reports** showing at a glance **how compliant your team is**, and a detailed report on all the learning that your current team has completed.

Each course includes quizzes and we record the score each person gets. You can **print certificates** once each course is completed. You'll see who isn't compliant and can **take immediate action**.

STEP 3 - STAY COMPLIANT

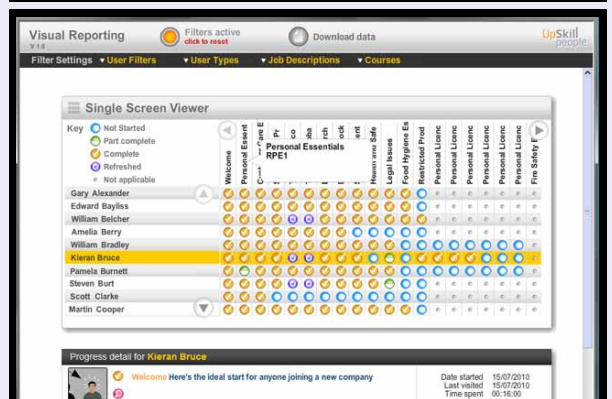
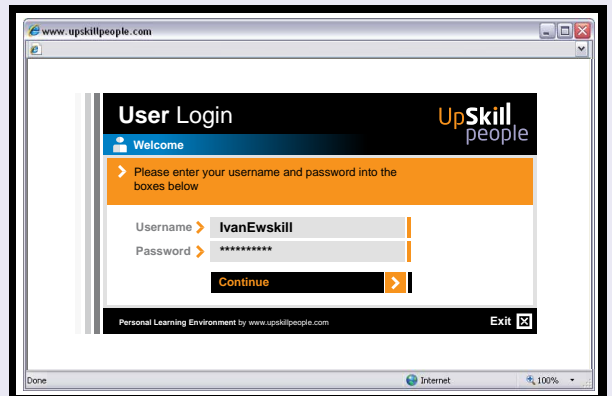
Staying the right side of the law isn't a once a year thing, details are **always up-to-date** with us and your team can train 24/7.

You can set up a **new joiner**, with their own personal log on, they can then start training **straight away**.

You can also set any leavers to be inactive so they don't appear on your reports.

Our learning is **proven** and keeps **working for you**.

Easy to use, it works!



Call Us - Get Smart - Stay Legal



Smaller print, answers to a few questions you may still have: Payment is yearly in advance; minimum term is 12 months. We have a fair usage policy as we realise staff turnover can be quite high in hospitality, you can train as many people as you like in each store within reason, up to the store maximum at any one time, so you know what you'll spend each year. You maintain your own users as they change. The manager(s) of each outlet can see all user progress online. Email support is free but if it's more urgent, telephone support is available but we will make a charge for each call. Above all we're here to help you. (19/05/11).