



Welcome to the 13th National Conference

WELCOME EVERYONE



**PLEASE ENSURE THAT YOUR
MOBILE PHONE IS SWITCHED
OFF**



Inn-formation at your fingertips

INN-FORMATION
Presents
REACH FOR THE STARS
(Training in Food & Beverage)
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Supreme Commander

STAFF TRAINING – THE KEY QUESTIONS FOR YOU

- ❖ **Did you employ the cheapest pair of hands available for the job?**
- ❖ **Do you employ people from the neck up or the neck down?**
- ❖ **Do you have a succession plan in place for when you or any key staff members leave?**

TRAINING – WHY BOTHER?

The top 3 reasons why prospective employees choose you

- ❖ **A clearly defined career path is available**
- ❖ **The benefits package**
- ❖ **Training and development is provided**

TRAINING – REASONS WHY NOT TO BOTHER

- **It costs too much!**
- **We don't have the skills to train!**
- **We can't find the time!**
- **We lose staff too quickly!**
- **We can't be bothered!**

PLANNING TRAINING

- 1) Identifying who is to be trained**
- 2) Identifying who is to be the trainer**
- 3) Identifying what is to be communicated**
- 4) Identifying the how, where and when of training**
- 5) Establishing a measurement of progress system**
- 6) A review for you**

IDENTIFYING WHO IS TO BE TRAINED

Every member of staff who can help us in achieving our clearly stated objectives in a measurable way by providing a positive contribution to the bottom line

- **Conduct a Training Needs Analysis**
 - **Secretary/General Manager**
 - **Assistants**
 - **Bar/Catering Managers**
 - **Front of house staff**
 - **House committee members!**

IDENTIFYING WHO IS TO BE THE TRAINER

❖ INTERNALLY – THE OBVIOUS CHOICE

- **The person with all the relevant knowledge however**
- **They may not be the best at the communicating that knowledge**

❖ EXTERNALLY – Need I say more?

- **The person with the knowledge who can communicate it –
AT THE RIGHT PRICE**

QUALITIES OF THE QUALITY TRAINER

❖ **Knowledgeable**

❖ **Street wise**

❖ **Personable**

❖ **Approachable**

❖ **Good communicator**



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WHAT IS TO BE TRAINED?

- ❖ Basic/Intermediate hygiene
- ❖ **APLH 1**
- ❖ Understanding stock results
- ❖ **Understanding industry norms (staff wage percentage, formulae, costing a food dish, merchandising, selling skills, customer care)**
- ❖ Club management (W.S.M.)
- ❖ **Pint pulling/prepping/tills/table setup**
- ❖ H.A.S.A.W.A. (regs)

THE HOW, WHERE & WHEN OF TRAINING

How – The medium

❖ **One to one**

❖ **One to group**

❖ **Workbooks (theory)**

❖ **Workshops (practical)**

❖ **Distance learning**

❖ **Self help**

Where

❖ **On-site**

❖ **Remote (college : WSM : Agency Centre)**



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THE HOW, WHERE & WHEN OF TRAINING

When

- ❖ **At a time that suits both parties**
- ❖ **Do not be afraid to invest money in taking time off from work – ITS AN INVESTMENT**

How can you protect that investment?

- ❖ **Training contracts**

TRAINING - AND “TODAYS CONTESTANTS ARE!”

❖ LEARNERS – a profile

- Hungry for knowledge**
- enthusiastic**
- focussed**

❖ LOAFERS – a profile

- Can see the need but will let everyone else do the work only to join in the success of the team later**

PRISONERS – a profile

➤ **“Don’t know why I am here”**

➤ **“Don’t want to be here”**

➤ **“Won’t play!”**

- **They disrupt the group**

- **They waste everyone's time**

- **Your role with “prisoners”**

TO FIRE THEM WITH ENTHUSIASM AND IF THAT DOESN'T WORK

FIRE THEM – WITH ENTHUSIASM

Hands on training

- **Explain the task**
- **Demonstrate the task**
- **Observe the task**
- **Provide feedback**
- **Repeat the exercise**

TRAINING – RECOGNITION & REWARD

What motivates you?

What will motivate your staff?

Incentives

Pay rise for qualifications achieved

Time off

Promotion

Extra responsibilities

EVALUATING TRAINING

When

- **Day to day (observable and by results)**
- **Quarterly reviews**
- **Appraisals (review history and plan future)**

What

- **Were our objectives correct, were they achieved within the timescales given?**
- **Did I give the right level of support?**
- **Do we have a more valuable member of staff as a result?**



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TRAINING TOP TIPS

- **If you are going to train , prepare properly and commit fully**
- **Link your training to your objectives**
- **Train those people that can have a positive impact on the business**
- **Get management committed to training**
- **Measure your results and review your own performance**
- **KNOWLEDGE IS POWER but remember**
- **Knowledge is useless without activity**



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A REVIEW OF TODAY

- **Every club has different needs**
- **Fully consult/investigate before deciding on a plan of action**
- **Fully commit and constantly review**

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