

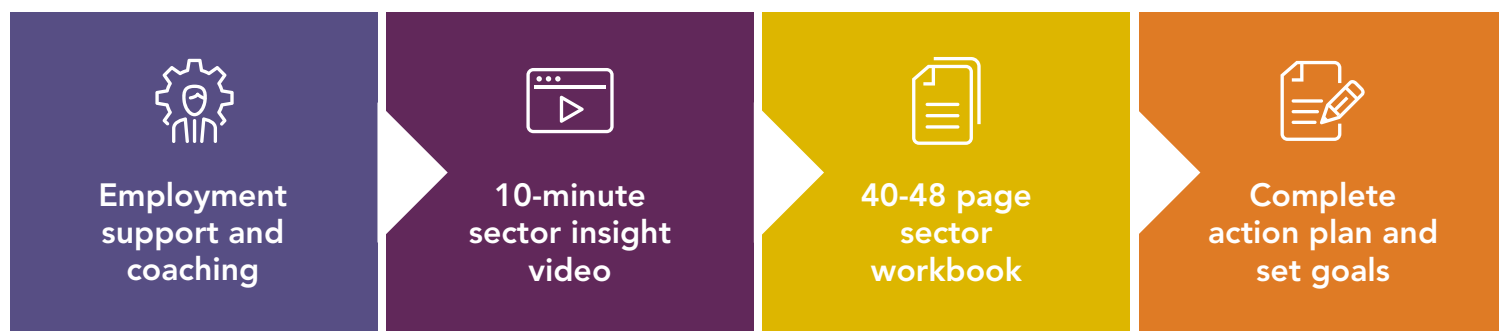


Sector training overview Hospitality

In addition to the comprehensive employment support and coaching interventions we provide to all candidates on our programme, we also deliver in-depth, sector-specific training on their existing or a new industry.

This training comprises of a 10-minute insight video followed by a 40-48 page interactive workbook. The workbooks are divided into eight topics covering relevant information for anyone wanting to work in this sector. After each topic is completed, the candidate needs to complete a 'knowledge check' to ensure they've understood the key learnings.

Once the workbook is complete, the candidate will develop an action plan and set goals to support their journey to secure work within that sector.



Topic 1 - Introduction to Hospitality

In this section, we provide an overview of the hospitality sector and explain the differences between working in hotels and accommodation, food services management, attractions and leisure, pubs and bars, and travel and tourism. The workbook explores the technology involved in the sector, the importance of customer service and the legislation and standards that underpin the hospitality industry.

Topic 2 - Job roles and a career in Hospitality

We explore the different types of roles available in hospitality and the routes to career progression through sector career paths, apprenticeships, traineeships and graduate programmes.

Topic 3 - Knowledge, skills and attitudes for Hospitality

This section is designed to prepare a candidate for the skills required to work in the sector. We outline the importance of interpersonal skills and give detailed explanations of the expected behaviours for the sector.

Topic 4 - Communication skills

We outline the communication skills required for working in hospitality and explain the different types of communication styles. The workbook also explores other methods of communication and details the benefits of active listening.

Topic 5 - Transferable skills

This section is particularly useful for candidates who are looking to upskill and become work-ready for a new sector. We explain the concept of transferable skills and how they can be identified and applied to a new workplace setting or sector.

Topic 6 - Equality and diversity

In this topic we explain the Equality Act 2010 and the guiding principles within it, including: what the act is there to do, what pieces of legislation are covered and the nine protected characteristics. The workbook also explains the difference between equality and diversity and provides a summary on safeguarding.

Topic 7 - Health and Safety

We provide an overview of health and safety requirements in the hospitality sector, including the Health and Safety at Work Act 1974 and Food Safety Act 1990. The workbook highlights other health and safety considerations when working in hospitality. We explain what risk assessments are and how they are conducted in the hospitality sector.

Topic 8 - Employability skills

We focus on what employers in the hospitality sector are looking for when recruiting individuals. This section is designed to help candidates best position themselves for a role in hospitality. The workbook also lists useful adjective words that highlight strengths and interpersonal skills for the sector. This will help a candidate with their CV preparation. Finally, we explain the purpose of a company mission, vision and values – what they entail and what they mean to an employee. This section concludes by detailing the mandatory requirements to work in hospitality, such as ID documents and Right to Work evidence through to DBS checks.

Action Plan

Once the learning section of the workbook is complete, the candidate is required to develop an action plan that details what they have learned and set goals to support their career in to hospitality.

Glossary of terms

A glossary of terms can be found at the back of the workbook which lists key words used in the hospitality sector and can be referred to at any time.

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