

professional development.

July 2020

= Join the session by livestreaming where it's convenient for you.

Levelling up Service – customer service basics

Lisa Marchi-O'Connor, Serious About Service

Great for entrance level staff and staff that need some motivation, this customer service session will cover

- How to greet, serve and look after patrons
- Provide memorable service
- Increase spend per head while they are at it

It will build confidence, explain the 'why' behind certain procedures and help staff to deal with complaints.

We will also cover technical skills including

- how to hold 3 plates
- how to pour wine
- how to tray serve

So, get your team into this session, bring along 3 plates, a tray, an empty bottle of wine filled with water and 2-3 glasses.

Let's get staff smiling, confident and passionate about what we do!

date	Monday 20 July
time	10am – 11am
venue	At Your Place
price	\$39.00 incl gst – member rate \$74.75 incl gst – general industry rate

The Future of Hospitality - Series

Elle Armon-Jones, The Big Foody Food Tours

Join us for a series presented by a panel of Regional Tourism Organisations. Each episode will cover how each office is promoting hospitality in their own regional tourism strategy, as well as a background into their very own regional food story. We will be focusing on looking towards the future, and what this may look like for our industry.

This week's episode is presented by Elle Armon-Jones. Elle came to New Zealand as a 23-year-old and fell in love with New Zealand through the food and Kiwi "Can do" attitude. Elle setup The Big Foody to combine her love of food, people, and New Zealand.

Elle appears regularly on international travel shows promoting New Zealand food and wine and is invited to speak at conferences and events throughout Auckland and New Zealand.

date	Tuesday 21 July
time	10am – 10:30am
venue	At Your Place
price	\$21.00 incl gst – member rate \$74.75 incl gst – general industry rate

Attracting, Retaining and Motivating staff

Jamie Williams, Kapura

Now more than ever, hospitality businesses need to find ways to think outside the box to motivate, attract and retain staff using factors other than money.

Money may seem like the prime factor for motivation, however there are plenty of other options you can look at that will create a loyal team, that will not necessarily break the bank.

Jamie Williams, CEO of Kapura Wellington will be taking us through his tips and tricks on how you can attract, retain, and motivate staff without using money as the prime factor. After all, what is more motivating that being encouraged to become a better version of you?

date	Thursday 23 July
time	10am – 10:30am
venue	At Your Place
price	\$21.00 incl gst – member rate \$74.75 incl gst – general industry rate

Mental Health in the Workplace

Lisa Ducat, The Mental Health Foundation

How are you doing? What can we do for our own mental wellbeing and those around?

2020 has really put us through a lot so far and is not giving us much certainty of where it will send us next.

Often, we will put off focusing on mental wellbeing while we deal with one practical problem after another, waiting till there is a break in the storm to rest and recover. To get through this we need to take care of the most important asset our workplaces and we have – ourselves.

This webinar will look at why we need to look after mental health now and what practical small steps we can do for ourselves and others to get through together.

date	Friday 24 July
time	10am – 11am
venue	At Your Place
price	\$39.00 – member rate \$74.75 incl gst – general industry rate

Train the Trainer - FOH

Marg Main, Turning Tables

Whether you are the restaurant owner, manager, or team leader, you will have a wealth of knowledge and skills to be passed onto others. Training within hospitality business is important to overall success and plays an important role in increasing the productivity and enthusiasm of your colleagues and employees.

- Welcome and Introduction
- The Value and Benefits of Training to the Trainee, Trainer, Customer, and the Business
- What are the traits and skills of a great trainer?
- The four stages of learning and the role of the trainer at each stage
- Understanding Learning styles – one size does not fit all
- Training tools to takeaway
- Questions and Feedback

date	Monday 27 July
time	2pm – 4pm
venue	45 Normanby Road, Mt Eden, Auckland
price	\$55.20 incl gst – member rate \$74.75 incl gst – general industry rate

The Future of Hospitality - Series

Angela Clifford

Join us for a series presented by a panel of Regional Tourism Organisations. Each episode will cover how each office is promoting hospitality in their own regional tourism strategy, as well as a background into their very own regional food story. We will be focusing on looking towards the future, and what this may look like for our industry.

This week's episode is presented by Angela Clifford. Angela is the CEO of Eat New Zealand and is committed to putting New Zealand Food on the world map.

She is also the Managing Director of Tongue in Groove Wines in North Canterbury and has had wine business roles in both Australia & New Zealand over the last 20 years.

date	Thursday 30 July
time	2pm – 2:30pm
venue	At Your Place
price	\$21.00 incl gst – member rate \$74.75 incl gst – general industry rate