

professional development.

October 2018



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

Attracting the best Talent - Auckland

Angela Besant, Hello Monday

As we are fast approaching the busy recruitment season for hospitality businesses, this workshop is designed to help you get the best pick of the talent available.

There are a number of steps in the process of talent attraction which will be covered in the workshop:

- Why do we need to attract talent?
- Costs of mis-hire, what happens if we get it wrong?
- Key aspects of your business that play a major part in attracting talent
- Top tips for networking, recruitment and onboarding

Numbers are strictly limited for this course, so book in early to avoid disappointment.

date Monday 1 October
time 10am – 12pm
venue Taste, 45 Normanby Road, Mt Eden
price \$55.20 incl gst – Member rate
\$86.25 incl gst – General industry rate



FOH Induction workshop - Wellington

Lisa Marchi, Serious about service

This popular workshop is tailored to hospitality new-comers to help them improve service and gain confidence in the important hospitality basics.

The content covered is also a great refresher for existing junior staff wanting to upskill. This hands-on workshop will cover:

- Carrying three plates
- Clearing a table
- Correct wine pouring
- Customer service
- Upselling and sales techniques
- Dealing with customer complaints
- Creating a memorable customer experience

And many other key skills important to Front of House.

This event has been made possible thanks to the support from the Hospitality Training Trust

date Tuesday 2 October
time 10am – 12pm
venue CQ Hotels Wellington
price \$55.20 incl gst – Member rate
\$86.25 incl gst – General industry rate



Emerging managers - Auckland

Krishna Botica,

This popular workshop is tailored to hospitality new-comers to help them improve service and gain confidence in the important hospitality basics.

The content covered is also a great refresher for existing junior staff wanting to upskill. This hands-on workshop will cover:

- Carrying three plates
- Clearing a table
- Correct wine pouring
- Customer service
- Upselling and sales techniques
- Dealing with customer complaints
- Creating a memorable customer experience

And many other key skills important to Front of House.

This event has been made possible thanks to the support from the Hospitality Training Trust

date Monday 8 October
time 10am – 12pm
venue Taste, 45 Normanby Road Mt Eden
price \$55.20 incl gst – Member rate
\$86.25 incl gst – General industry rate



Attracting the best Talent - Tauranga

Angela Besant, Hello Monday

As we are fast approaching the busy recruitment season for hospitality businesses, this workshop is designed to help you get the best pick of the talent available.

There are a number of steps in the process of talent attraction which will be covered in the workshop:

- Why do we need to attract talent?
- Costs of mis-hire, what happens if we get it wrong?
- Key aspects of your business that play a major part in attracting talent
- Top tips for networking, recruitment and onboarding

Numbers are strictly limited for this course, so book in early to avoid disappointment.

date Tuesday 9 October
time 10am – 12pm
venue Cobb and Co, Tauranga
price \$55.20 incl gst – Member rate
\$86.25 incl gst – General industry rate

Engaging and Retaining your dream team - Hamilton

Marg Main, Turning Tables

This leadership workshop will focus on creating 'staff appeal' in your hospitality business, exploring ways to keep your team engaged, having fun, being productive and prepared to stick around!

Topics covered will include:

- Creating a Cool Culture
- Becoming a Successful Coach
- Situational Leadership – understanding where your staff are coming from
- Tips and tricks for staff motivation
- Ideas for incentives to reward your team

Numbers are strictly limited for this course, so book in early to avoid disappointment.

This event has been made possible thanks to the support from the Hospitality Training Trust.

date Wednesday 10 October
time 2pm – 5pm
venue Smith & McKenzie, Hamilton
price \$55.20 incl gst – Member rate
\$86.25 incl gst – General industry rate

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Mental Health First Aid - Auckland

St John, with support from the Lewisham Foundation

We have partnered with St John and have been funded by the generosity of the Lewisham Foundation to design a training experience that addresses the mental health and wellness of the hospitality industry.

On completion attendees will:

- be able to identify the early signs of mental distress
- be able to offer vital assistance before more experienced help arrives
- Identify when a person may be experiencing a mental health crisis
- Identify strategies for managing a mental health crisis safely
- Identify agencies who can help and/or know how to get immediate assistance if necessary
- Understand debrief strategies for self-care including reflective practice

date Monday 15 October
time 7-5pm
venue Taste, 45 Normanby Road, Mt Eden
price \$93.75 incl gst – Member rate
\$110.00 incl gst – General industry rate

FOH Induction workshop - Christchurch

Lisa Marchi, Serious about service

This popular workshop is tailored to hospitality new-comers to help them improve service and gain confidence in the important hospitality basics.

The content covered is also a great refresher for existing junior staff wanting to upskill. This hands-on workshop will cover:

- Carrying three plates
- Clearing a table
- Correct wine pouring
- Customer service
- Upselling and sales techniques
- Dealing with customer complaints
- Creating a memorable customer experience

And many other key skills important to Front of House.

This event has been made possible thanks to the support from the Hospitality Training Trust

date Tuesday 16 October
time 10am – 12pm
venue The George, Christchurch
price \$55.20 incl gst – Member rate
\$86.25 incl gst – General industry rate



First Aid for Hospitality – Auckland

St John,

The Restaurant Association of New Zealand has worked with St John to design a first aid training experience that provides savings in time and money by addressing the specific requirements of the hospitality industry. On completion attendees will:

- be able to recognise life-threatening situations.
- be able to offer vital assistance before more experienced help arrives.

This workshop will cover:

- Burns & bleeding, fractures, allergic reactions
- scenarios related to hospitality businesses
- scene assessment and danger mitigations
- CPR & foreign body airway obstruction
- Patient assessment and positioning

Numbers are strictly limited for this course, so book in early to avoid disappointment.

date Monday 29 October
time 3pm – 6pm
venue Check our website
price Members & non-member rate is \$55.20 + gst

FOH Induction workshop - Hamilton

Lisa Marchi, Serious about service

This popular workshop is tailored to hospitality new-comers to help them improve service and gain confidence in the important hospitality basics.

The content covered is also a great refresher for existing junior staff wanting to upskill. This hands-on workshop will cover:

- Carrying three plates
- Clearing a table
- Correct wine pouring
- Customer service
- Upselling and sales techniques
- Dealing with customer complaints
- Creating a memorable customer experience

And many other key skills important to Front of House.

This event has been made possible thanks to the support from the Hospitality Training Trust

date Tuesday 30 October
time 10am – 12pm
venue Smith & McKenzie, Hamilton
price \$55.20 incl gst – Member rate
\$86.25 incl gst – General industry rate

Missed a webinar from a previous calendar?

You can order a recording from our catalogue by emailing bookings@restaurantnz.co.nz

Managing restructure and redundancy
Sam Houliston, Hesketh Henry

Secrets to online marketing success
Brydie Meinung, Social Envy

Real answers for real profits
James O'Connell & Liz Perkins, The Hospitality Company

Employment Law – The first 100 days
Alison Maelzer, Hesketh Henry

Managing Harassment in the workplace
Angela Besant, Hello Monday

Course overviews can be found on our website under Shop – Webinars.

price \$40.25 incl gst – Member rate
\$74.75 incl gst – General industry rate