



professional development.

April 2018

Attracting the best talent – Recruitment workshop

Kent Rowe, Pure Purpose Hospitality

Recruiting great people for your establishment can be a challenging task, whether you run a small café or a chain of restaurants. This workshop will give you essential tools to help build confidence in the recruitment and selection process.

Topics covered include:

- Identifying your employment brand and 'culture fit'
- Creating a relevant job description and advert
- How to conduct an effective interview
- Efficient screening of applicants
- Reference and qualification checks
- How to successfully conduct job trials

date	Tuesday 3 April
time	10am – 12pm
venue	Taste. 45 Normanby Road, Mt Eden
price	Members: \$48 + gst General industry rate: \$75 + gst

Managing generational diversity

CDL Insight consulting

While generational diversity can be a recipe for creativity, innovation and cross-generational skills development, when Baby Boomers, Gen X and Gen Y come together in one team the potential for misunderstanding, miscommunication and conflict is also high. This full-day course is designed for managers who want to enhance their leadership skills and foster greater team collaboration when managing a generationally-diverse team.

Key Focus Areas

- Characteristics, behaviour and work preferences across multiple generations
- The manager's style and its impact on the generations that make up the team
- Multi-generational communication skills
- Managing inter-generational conflict
- Performance appraisal and providing feedback

For more information on this course, please visit our website.

date	Tuesday 10 April
time	8.30am – 5pm
venue	Taste. 45 Normanby Road, Mt Eden
price	Members: \$347 + gst General industry rate: \$500 + gst



First Aid for Hospitality – 3hr workshop

St John, with the support from the Lewisham Foundation

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

As numbers for this course are strictly limited, be in quick to avoid disappointment.

date	Monday 16 April
time	9am -12pm
venue	Taste. 45 Normanby Road, Mt Eden
price	Members: \$48 + gst General industry rate: \$75 + gst

Food costing and menu engineering to increase profitability

Martin Harrap, Indoor Dining

Creating an enticing menu is a key element to your business's success. Martin Harrap will guide you through the key steps to re-engineer your menu and get food costs under control, for greater success and profitability.

This practical and informative two hour workshop will help you to deliver successful financial results by keeping food costings and wastage under control. This session will also guide you through kitchen systems to ensure that your staff are monitoring and minimising loss and expenditure.

Topics covered include:

- Calculating loss of inventory
- Implementing security measures
- Calculating waste
- Analysing your sales mix
- Psychology of menu design

date	Tuesday 17 April
time	10am – 12pm
venue	Taste. 45 Normanby Road, Mt Eden
price	Members: \$48 + gst General industry rate: \$75 + gst

Emerging managers workshop

Krishna Botica, Café Hanoi, Xuxu, Saan

Krishna is back for 2018 with her popular and interactive workshop for first-time and emerging managers. This workshop is designed to help emerging managers develop and fine-tune their leadership skills. As a new manager, certain challenges can arise, therefore Krishna will share her techniques for navigating through this transition.

This workshop is designed with both FOH and BOH in mind to develop hospitality managers and increase knowledge.

Topics covered include:

- Conflict management and resolution
- Coping with new pressures
- Tips for motivating your team

This workshop will lead your managers to success, as Krishna's wealth of experience is at the forefront of this session.

date	Tuesday 24 April
time	10am – 12pm
venue	Taste. 45 Normanby Road, Mt Eden
price	Members: \$48 + gst General industry rate: \$75 + gst