

professional development.

March 2018

Automation economy

Richard McCleod, Loaded Reports

What the restaurant of the future will look like from a system point of view.

The automation economy has arrived and Technology in the restaurant industry is gaining pace. All signs suggest the change is only going to get faster.

The good news is software products are becoming simpler to use and easier to understand. Richard McLeod will share some of the current tools available to help your business make huge efficiency gains as well as his view on where the restaurant of the future will become significantly more automated.

This session will be livestreamed only.

date Tuesday 6 March
time 10am - 11am
venue At your place!
price Members: \$38 + gst
General industry rate: \$65 + gst

Employment law – The first 100 days

Hesketh Henry

This two hour seminar for hospitality business managers and employers focuses on the first 100 days of new employment. This is a crucial point for any employment relationship; therefore we will run through key topics to keep you up to date. From the initial recruitment and offering process to the 90 day trial and beyond - you will be guided through the essential steps you need to follow, to ensure compliance.

Topics covered will include:

- Offers of employment
- Permanent employment agreements
- Demystifying casual employment agreements
- Availability, Guaranteed hours of work, and Shift Cancellation
- 90 day trial period
- House rules and policies

date Tuesday 13 March
time 10am – 12pm
venue Taste. 45 Normanby Road, Mt Eden
price Members :\$48 + gst
General industry rate: \$75 + gst



FOH induction training

Lisa Marchi, Serious about service

Due to popular demand we have released further FOH Training workshops for 2018, 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.

date Monday 19 March
time 4.30pm – 6.30pm
venue Taste. 45 Normanby Road, Mt Eden
price Members :\$48 + gst
General industry rate: \$75 + gst

Real answers for real profit

James O'Connell and Liz Perkins, The Hospitality Company

Real answers, for real profit, from the real world! This workshop focuses on growing sales, reducing and controlling costs - and most importantly, building an increasingly profitable business.

Liz and James from *The Hospitality Company* will break down the exact steps you need to take, to turn a business around. These are practical and proven steps taken from personal experience in the hospitality industry. Over the last four years, Liz has seen her company grow from an underperforming Restaurant & Bar - to a highly profitable and consistent business..

date Tuesday 20 March
time 10am – 12pm
venue Taste. 45 Normanby Road, Mt Eden
price Members :\$48 + gst
General industry rate: \$75 + gst

Missed a webinar from a previous calendar?

You can order a recording from our catalogue of previous webinars by emailing bookings@restaurantnz.co.nz or our website in our shop.

Food safety and Legislation

Janet Lymburn, Ministry of Primary Industries

Established Managers

Krishna Botica, Café Hanoi, Xuxu, Saan

Serving Responsibly

James Bennie, HospoTrain

The key financial levers to pull to increase profitability

Richard McCleod, Loaded Reports

Why social media?

Alex McManus, Motion Sickness

Webinar Member rate \$38.00 + gst
Non Member rate \$65.00 + gst