

professional development.

March 2019

Train the Trainer

Nicola Richards, Monsoon Poon Auckland

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.

Nicola will share her tips and techniques for effective training solutions and provide insight to drive up the effectiveness of your training sessions. It is comprehensive and practical, including identifying training needs and the evaluation of training.

This workshop is designed for anybody in a hospitality environment, who has the responsibility of training new or existing staff, or the responsibility of overseeing the trainers who will train their staff.

date Tuesday 5 March
time 10am – 12pm
venue Taste. 45 Normanby Road, Mt Eden
price \$55.20 incl gst – member rate
\$86.25 incl gst – general industry rate



Employment Relations Update

Hesketh Henry

The most recent employment law changes have already come into force and others will be taking effect from 1 April and 6 May 2019. But don't panic! Senior Associate, Sam Houliston, and Solicitor, Eloise Callister-Baker from the Hesketh Henry employment team will be presenting a seminar providing an overview of these changes and what they may mean for you.

In particular this session will cover:

- Employment Relations Act 2018 changes, including changes to the laws on trial periods and rest and meal breaks. They will also briefly touch on changes to the laws on union rights and collective bargaining.
- The new Domestic Violence - Victims' Protection Act 2018.
- Changes to the Minimum Wage Act 1983 and Parental Leave and Employment Protection Act 1987.

date Monday 11 March
time 10am – 12pm
venue Taste. 45 Normanby Road, Mt Eden
price \$55.20 incl gst – member rate
\$86.25 incl gst – general industry rate



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



First Aid for hospitality - Queenstown

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

This workshop comes with a St John attendance certificate only.

date Monday 11 March
time 9am – 12pm
venue St John, 10 Douglas Street, Frankton
price \$66.70 incl gst – member rate
\$86.25 incl gst – general industry rate

Mastering Social Media for Hospitality

Daniel Batcheler, Be Social

Daniel will share his best tips, tricks, and insights to get the most out of your hospitality businesses social media presence.

The main points that will be covered:

- Facebook ads, what they are and why you should care.
- Content types for hospitality businesses.
- Content creation strategies + tips
- Instagram overview.
- What, Why, and How I use chatbots,

Daniel focuses solely on the hospitality industry. With 20+ venues he is currently working with, he has a good understand on what to do and what not when it comes to social media marketing for New Zealand hospitality businesses.

This workshop is suitable for attendees who have a basic understanding of social media.

date Monday 25 February
time 10am – 12pm
venue Taste. 45 Normanby Road, Mt Eden
price \$55.20 incl gst – member rate
\$86.25 incl gst – general industry rate



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

Engaging and Retaining your Dream Team
Margaret Main, Turning Tables

Attracting the best Talent
Angela Besant, Hello Monday

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

Managing Harassment in the workplace
Angela Besant, Hello Monday

Increase your Profit by "Maximising your Margins"
Colin Gardiner, Business Growth Consultant

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