

# Restaurant Association Professional Development Workshops 2024



# Management Training 2024

with Krishna Botica: Auckland, Wellington, Christchurch & Queenstown



## Emerging Managers:

This workshop is for new hospitality managers and supervisors, looking to develop and fine-tune their leadership skills. Krishna shares her well-honed insights and strategies, to navigate the transition into management.

## Established Managers:

This dynamic and practical workshop designed specifically for restaurant and kitchen managers, equipping them with the essential tools and strategies to become exceptional leaders in the fast-paced food and beverage industry

## About the Presenter:

Krishna Botica is a widely acclaimed restaurateur, known for her commitment to promoting quality and excellence within the hospitality industry. With over 25 years' industry experience, Krishna co-owns and operates Comensa Group and is the president of the Auckland chapter of the RA

## Cost:

Members: \$75 per person

Non Members: \$120 per person

## Auckland (In person & Live Stream)

- 19 Feb @10am - Emerging Managers
- 19 Feb @1.30pm - Established Managers
- 20 May @10am - Emerging Managers
- 20 May @1.30pm - Established Managers

## Christchurch (In person)

- 11 Mar @10am - Emerging Managers
- 11 Mar @1.30pm - Established Managers

## Queenstown (In person)

- 12 Mar @10am - Emerging Managers
- 12 Mar @1.30pm - Established Managers

## Wellington (In person)

- 8 Apr @10am - Emerging Managers
- 8 Apr @1.30pm - Established Managers

# REGIONAL TRAINING

## JANUARY TO JUNE 2024



### FEBRUARY

#### New Plymouth

- Food Safety – Mon 26th 10am to 3pm
- Train the Trainer - Tues 27th 9.30am to 12.30pm
- Dealing with Difficult Customers – Tues 27th 2pm to 4pm

### MARCH

#### Wellington

- Dealing with Difficult Customers - Mon 4th 9.30am to 11.30am

#### Tauranga,

- Train the Trainer - Mon 18th 9.30am to 12.30pm
- Dealing with Difficult Customers - Mon 18th 2pm to 4pm

#### Rotorua

- Train the Trainer - Tues 18th 9.30am to 12.30pm
- Dealing with Difficult Customers - Tues 19th 2pm to 4pm

#### Hamilton

- Train the Trainer - Wed 20th 9.30am to 12.30pm
- Dealing with Difficult Customers - Wed 20th 2pm to 4pm

### APRIL

#### Gisborne

- Train the Trainer - Mon 28th 9.30am to 12.30pm
- Dealing with Difficult Customers – Mon 28th 2pm to 4pm
- Food Safety – Tues 29th 10am to 3pm

### MAY

#### Hamilton,

- Food Safety – Mon 13th 10am to 3pm

#### Rotorua

- Food Safety – Tues 14th 10am to 3pm

#### Tauranga

- Food Safety – Wed 15th 10am to 3pm

#### Dunedin

- Food Safety – Mon 27th 9am to 2pm
- Dealing with Difficult Customers – Mon 27th 3pm to 5.00pm

#### Christchurch

- Food Safety - Tues 28th 9.00am to 2.00pm
- Dealing with Difficult Customers – Tue 28th 3pm to 5pm

### JUNE

#### Palmerston North

- Train the Trainer - Mon 24th 9.30am to 12.30pm
- Dealing with Difficult Customers – Mon 24th 2pm to 4pm
- Food Safety – Tues 25th 10am to 3pm

**Upskill your team with these 3 workshops:**

#### Food Safety Certification:

For Kitchen & Cabinet Staff  
\$139 Members (\$169 Non Members)

#### Train the Trainer :

for Managers and Supervisors  
\$78 Members (\$98 Non Members)

#### Dealing with Difficult Customers

For the Front of House Team  
\$78 Members (\$98 Non Members)



# First Aid Training 2024

## 14 Locations Nation Wide



This is an 3 hour abridged course delivered by St Johns for hospitality workers

Members: \$78 per person

Non-members - \$98 per person

### NORTH ISLAND

**Paihia** - 21 Mar

**Whangerei** - 12 Mar

**Auckland Central** - 8 Feb & 13 May

**Auckland South (Manukau)** - 27 Feb

**Hamilton** - 5 Mar, 8 Oct

**Rotorua** - 26 Mar

**Gisborne** - 27 Feb

**New Plymouth** - 12 Mar

**Palmerston North** - 5 Mar

**Wellington** - 13 Feb & 4 Jun

### SOUTH ISLAND

**Nelson** - 13 Feb

**Christchurch** - 13 Feb & 10 Jun

**Queenstown** - 12 Feb & 11 Jun

**Dunedin** - 4 March



# ONLINE TRAINING 2024

## JANUARY

### Webinars:

- 30th - **Business Planning 2024**

Helpline Update: 24th January  
**90 day trials – how to use them and avoid PG's!**

## FEBRUARY

### Webinars:

- 20th - **Grease Traps:** Protecting drains and waterways
- 27th - **Hospitality Systems & Financials** - the foundations of success:.

Helpline Update: 26th February  
**Navigating The Disciplinary Process**

## MARCH

### Webinars:

- 13th - **Catering for Coeliacs:** Suzanne Aitkin
- 19th - **Supplier and Contract Negotiations**

Helpline Update: 25th March  
**Employer Health and Safety Obligations**

## APRIL

### Webinars:

- 9th - **Menu Profitability:** Looking beyond food costing, Sirpa Gunn
- 15th - **Handling complaints** and dealing with difficult customers

Helpline Update: 28th April  
**The Ins and Outs of Youth Employment**

## MAY

### Webinars:

- 7th - **Design Tips for Restaurant Renovations and openings:** Gerrick Numan
- 21st - **Using technology to market like a pro.**

Helpline Update: 27th May  
**Bullying and harassment in the workplace**

## JUNE

### Webinars:

- 11th - **Manaakitanga the Spirit of Hospitality for Matariki,**
- 18th - **Recruiting the right way:** with Karen Smith

Helpline Update: 25th June  
**Managing Sick leave and Medical Incapacity**

## The Business of Hospitality

Series of 6 webinars  
Register before 30 Jan for \$250

- Business Vision 2024
- Hospitality Financials,
- Supplier & Contract Negotiations,
- Marketing,
- Menu Profitability
- Recruitment

[restaurant.nz.co.nz/training-hub](https://restaurant.nz.co.nz/training-hub) | [bookings@restaurant.co.nz](mailto:bookings@restaurant.co.nz)

