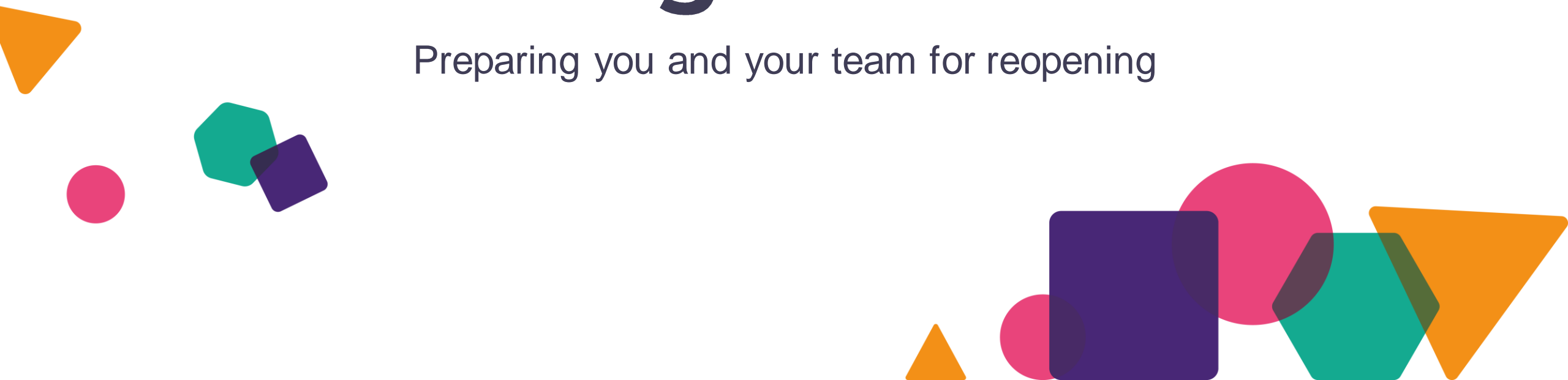


Ready to Serve Programme

Preparing you and your team for reopening



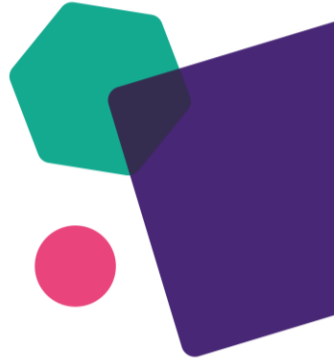
Helping you prepare to reopen



Our brand new 'Ready to Serve' programme has been designed to help hospitality businesses re-open for trade when the COVID-19 lockdown restrictions are lifted in the UK.

Split into two distinct versions, a single short manager course and a full team member programme, this range of learning activities have been designed to provide a comprehensive and practical solution to assist you in reopening in a safe and effective way.

[#UnlockYourPotential](#)





Ready to Serve- What's Covered? Managers

Step by step guidance and support for reopening a site safely.

How to manage potential risks following business procedure adaptations.

Delivering excellent service, whilst operating safely and profitably.

A look at the leadership skills required to manage a team.

Ready to Serve – Reopening Following Lockdown for Managers

This **free** short course will allow those in a management or supervisory role to understand the actions and responsibilities they have in preparing their site and ensuring their teams are ready to serve customers once again. It has been designed to provide clear, concise information and knowledge that will help in their roles as a leader.

Topics covered:

- Risk Assessment
- Team Safety & Protection
- Social Distance
- Communication & Conflict
- Developing the Offer
- Welcoming Guests
- Cleaning and Hygiene - Building and Equipment
- Operational Planning



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Ready to Serve- What's Covered? Team Member

How to be COVID secure - the pre-shift, on-shift and post-shift protocols and procedures required in line with the recommended government guidelines.

The skills needed to continue delivering service and a hospitality experience for guests.

A look at heightened hygiene and safety procedures to keep them and their guests safe.

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Ready to Serve Programme for Team Members

This carefully crafted programme has been designed to provide your team with the knowledge and skills required to ensure a safe and effective return to work. Covering key compliance procedures and measures, your team members will be COVID secure upon completion. It also contains several modules covering hospitality skills, so that they feel confident of how to deliver service and sales in this new environment.

Modules include:

- COVID Secure
- Conflict Management
- Delivering Guest Excellence
- Creating Hospitality in a Sterile World
- Delivery and Take Away
- Cellar Cleaning and Equipment
- Kitchen Cleaning and Equipment
- Fire Safety
- Age verification
- Food Safety
- Allergens



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Supported by industry experts



Manager – Ready to Serve - Reopening Following Lockdown

This course is **FREE** to all those in a management or supervisory position in the UK Hospitality Sector.



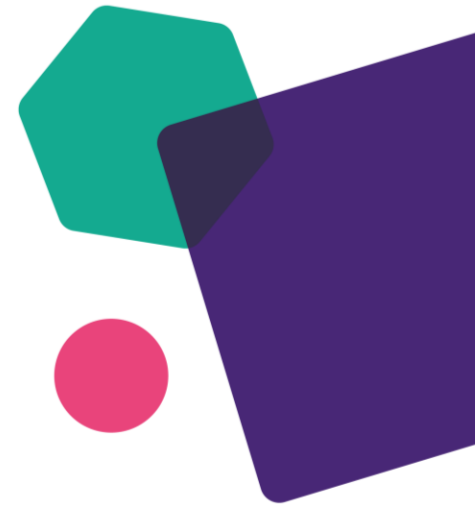
Available **Friday 5th June 2020**

Team Member - Ready to Serve Programme

Team programme is available for only £7.50+VAT for a single course, with discounts available for multiple course purchases or as part of other subscriptions. If you are already a client, contact your client manager or get in touch today to find out more.



Available from **Friday 12th June 2020**



For more information and how we can help you prepare your team to be ready to serve get in touch today...

Email. Info@cpllearning.com Phone. 01516471057