

Sector-savvy learning for Hospitality

Looking for something industry-tailored? Explore fresh, relevant and clear-cut content on tomorrow’s must-have skills in the world you operate in. Our Sector-specific suites are complete with all the titles you need to equip your entire workforce with the knowledge to grow and evolve.

Elevate your hospitality team’s skill set to deliver unparalleled customer experiences. Our specialised resources encompass food safety, Natasha’s Law, HACCP and more.

Explore the Sector Suite for Hospitality



Full list of available topics & modules

Alcohol & Licensing	
<ul style="list-style-type: none">• Alcohol Sales Challenge 21 - How to Refuse (England & Wales)• Alcohol Sales Challenge 21 - How to Refuse (RoI)• Alcohol Sales Challenge 21 - When to Serve (England & Wales)• Alcohol Sales Challenge 21 - When to Serve (RoI)	<ul style="list-style-type: none">• Alcohol Sales Challenge 25 (Scotland) - When to Serve• Alcohol Sales Challenge 25 [Scotland] - How to Refuse• Licensing



Beer & Cask Ales

- Service of beer & cask ales: Introduction
- Preparing for service
- Giving great customer service when pouring
- Serving temperatures
- Changing a barrel
- Cleaning the lines & pumps
- Food pairing
- Pouring methods
- Beer & food interactions
- First line supervision & team leading
- Food pairing 3 Cs
- Maintaining standards (PDF)
- Maintaining standards
- Food pairing quiz

Brews & Blends: Coffee & Tea

- The history of coffee
- Barista terminology
- What is a barista?
- How to store coffee beans
- Types of coffee drinks
- Coffee machine maintenance
- A guide to making the perfect cup of tea
- A guide to making hot chocolate
- How to make a smoothie

Cocktails & Mixology

- Cocktail & mixology introduction
- Mixology 101
- Alcohol by volume (ABV)
- Mixology essentials
- Mixology techniques
- Glassware

Corporate Governance

- Anti Bribery & Corruption - Dealing & Managing
- Anti Bribery & Corruption - Overview
- Competition law
- Conflicts of Interest
- Conflicts of Interest Assessment Questions
- GDPR Breaches & consequences
- Money Laundering Breaches
- PEPs
- Sanctions
- Suspicious transactions
- UK Freedom of Information Act
- Whistleblowing

Cyber Security

- Cyber incident response
- Cyber incident response checklist
- Cyber resilience key takeaways
- Cyber risk management
- Cyber security & resilience module
- Cyber security & resilience quiz
- Cybercrime impacts
- Data management

Customer Excellence

- Achieving customer excellence
- Customer excellence: setting yourself up for success
- The art of avoiding challenging customer relationships
- Creating customer advocates

Customer Service

- Creating customer advocates
- Complaints
- Complaints key takeaways
- Complaints refresher
- Customer service essentials
- Dealing with questions
- Politeness in customer service
- Power of listening in customer service
- Trust in customer service
- Understanding customer needs
- What to say to an angry customer



DEI

- DEI: Allyship
- DEI: BSL for regular hospitality phrases
- DEI: Direct & indirect discrimination
- DEI: Inclusive marketing
- DEI: Mindfulness of faith & religions
- DEI: Neurodiverse friendly environments
- DEI: Supplier diversity
- DEI: The law & hospitality
- DEI: Reasonable accommodations

Disability Awareness

- Managing people of all abilities
- Serving disabled customers
- What are reasonable adjustments?

Food Safety

- Food allergens
- Food hygiene
- Legionnaires

Food Safety Level 1

- Why food safety matters
- What food contamination looks like
- The four C's of food safety
- The 14 named allergens for PPDS labelling
- Safe food temperatures
- Responding to an allergic reaction
- Personal hygiene when handling food
- Natasha's law
- Keeping food areas hygienic
- Catering for allergies
- A safe food journey

Food Safety Level 2

- Food safety: The law
- Food hazards & food poisoning
- Personal hygiene
- Safe food temperatures
- What is HACCP?
- 12 steps of HACCP
- Managing the risks of legionella
- Root cause analysis
- Labelling
- Traceability
- Vacuum packing
- Acrylamide
- Storing, processing, & preserving food
- Food premises
- Food safety culture

Health & Safety

- A health & safety state of mind
- COSHH basics
- DSE
- Fire awareness
- Fire safety
- Fire warden
- First aid awareness
- First aid training
- HAVs awareness
- Health & Safety Level 1
- Health & Safety Level 2
- Noise
- Personal protection equipment
- Risk assessment
- Risk assessment awareness
- Site security awareness - Access cards & ID
- Site security awareness - Authorised access only
- Site security awareness - Know your stuff
- Site security awareness - Lock up
- Site security awareness - Visitor process
- Slips, trips & falls
- Slips, trips, falls & ladders
- Working at height

Management in Hospitality

- Overview & responsibility
- Staff rosters & planning
- Revenue management
- Preventing food waste
- Capacity planning
- Managing wellbeing during busy periods

Project Management

- Benefits of prototyping
- Demystifying Lean, Six Sigma & Lean Six Sigma
- Design brief template
- Documentation
- Gaining stakeholder trust
- How to manage stakeholders
- How to scope a project
- Managing difficult stakeholders
- Process improvement
- Project reviews
- Project Status Report Checklist
- Root cause analysis
- SOW template
- Stakeholder communication plan
- Stakeholder template
- The Stakeholder Circus
- The stakeholder matrix
- Time to get agile

Sales

- A needs driven approach to sales
- Behavioural styles in sales
- Building service value
- Building rapport in sales
- Know your sales questions
- Localisation for sales
- Trial closing

Safeguarding

- Anti-social behaviour
- Building a community spirit as a business
- Domestic abuse awareness
- Duty of Candour
- How to report a safeguarding concern
- Human trafficking awareness
- Indicators of abuse
- Introduction to safeguarding
- Modern slavery
- Preventing radicalisation
- Reporting radicalisation
- Safeguarding adults
- Safeguarding children
- Safeguarding dos & don'ts
- Signs & triggers of aggressive customers
- Spotting signs of terrorism
- Spotting the signs of abuse, harm or neglect



Safeguarding *cont.*

- The 5 Rs of safeguarding
- The Disclosure & Barring Service
- Types of abuse
- Types of abuse fact sheet: Discriminatory abuse
- Types of abuse fact sheet: Domestic abuse
- Types of abuse fact sheet: Emotional or psychological abuse
- Types of abuse fact sheet: Financial or material

Successful onboarding

- Effective inductions
- First impressions
- Successful onboarding

Vulnerable Customers

- Monty's story
- Vulnerable customers
- Vulnerable customers refresher

Working Together

- Conflict
- Working together to achieve more

Workplace 101

- Active listening
- Corporate jargon buster
- Workplace etiquette