

Food Safety & Hygiene Level 2 Course for Catering

- Duration: 2-3 hours
- Same day digital certificate
- Accredited by CPD, assured by RoSPA Qualifications and endorsed by the Institute of Hospitality
- Matches RSPH and CIEH level 2 syllabus

This Level 2 Food Hygiene and Safety course is for anyone who **handles, prepares or serves food in the catering industry**. By **law**, all food handlers must have an understanding of the principles of food hygiene and know how to work safely to protect the food they serve from contamination.

This Level 2 course informs you of your legal responsibilities and what constitutes best practice for controlling food safety hazards, controlling temperatures, food storage, food preparation, personal hygiene and premises cleaning. You learn through a range of interactive exercises, written text, and video content.

Upon completion of this training, you will be confident in your food hygiene knowledge and have all the skills and tools you need to keep people safe and **comply with food hygiene law**.

Level 2 Food Hygiene and Safety for Retail

- Duration: 2-3 hours
- Same day digital certificate
- Accredited by CPD, assured by RoSPA Qualifications and endorsed by the Institute of Hospitality
- Matches RSPH and CIEH level 2 syllabus

By law, anybody who works with food must understand the principles of food hygiene and know how to keep food safe. This is essential for those who work in the retail sector of the food industry who must ensure that they protect their food from hazards and their consumers from harm.

This Level 2 course has been written by experts in the industry to ensure that you satisfy this **legal requirement** and know how to keep your customers safe. The content thoroughly covers topics relevant to food retailers, including how to identify food hygiene hazards, control contamination, and work in a way that ensures all food prepared, handled, and sold is safe to eat. You will learn about your responsibilities through a range of retail-specific interactive exercises, written text, and video content. Upon completion of this training, you will be confident in your food hygiene knowledge and have all the skills you need to keep people safe and **comply with food hygiene law**.

How To Improve Your Food Hygiene Rating

- Duration: 4 hours
- Same day digital certificate
- Accredited by CPD and endorsed by the Institute of Hospitality

This course is designed for those who manage food premises, whether catering, retail or manufacturing, who want to improve their rating under the Food Hygiene Rating Scheme (FHRS).

The FHRS is in place throughout England, Wales and Northern Ireland. This course will help businesses to develop a thorough understanding of how the Food Hygiene Rating Scheme works so that they can apply the knowledge in their own workplace and aim towards achieving, and maintaining, a level 5 food hygiene rating.

The course also contains a downloadable checklist that you can use to assess the current conditions of your food premises and recognise where changes are needed to improve your food hygiene rating score.

Health & Safety for Food Handlers Course

- Duration: 2-3 hours
- Same day digital certificate
- Accredited by CP, assured by RoSPA Qualifications and endorsed by the Institute of Hospitality

The work activities and environment in a food premises can pose numerous health and safety risks to food handlers. In order to **comply with the law** and keep people free of ill-health or injury, these hazards must be suitably and sufficiently controlled. This is primarily the duty of the business owner, but all food handlers have a part to play in keeping the workplace safe.

This course familiarises learners with the types of hazards that may exist in their food premises. It teaches them what to do to help uphold health and safety measures put in place by their employer, and how to carry out work activities in a way that reduces risk. With this knowledge, food handlers will be fully equipped to adopt good health and safety practices and ensure everyone's wellbeing is upheld.

Cellar Management Course

- Duration: 2 hours
- Same day digital certificate
- Accredited by CPD and endorsed by the Institute of Hospitality
- Developed with consultation from Cask Marque

This Cellar Management course will ensure that all employees working in any establishment with a bar have the appropriate knowledge needed to properly store, prepare and pour cask ales and keg beers.

Untrained bar staff can be responsible for up to £16,000 worth of wasted stock every year on a classic six-tap account, as well as lost reputation if flat, sub-par pints are poured. For this reason, Cellar Management training is recommended to ensure that your establishment succeeds.

GDPR Training

- Duration: 1 hour
- Same day digital certificate
- Accredited by CPD and approved by IIRSM
- City & Guilds Assured

The EU General Data Protection Regulation (GDPR) became part of the UK's Data Protection Act in 2018 and, post-Brexit, is now known as the UK GDPR. All organisations that handle personal data must ensure that they are aware of the rules brought about by the GDPR and must examine the processes they have in place to **ensure they continue to comply with the law**. This GDPR training course outlines your main responsibilities under the UK GDPR so that you can ensure the rights of data subjects continue to be upheld.

Leadership & Management Training

- Duration: 4-6 hours
- Same day digital certificate
- Accredited by CPD

This Leadership and Management course is essential reading for anyone wanting to improve their skills and reach their potential as a team leader or manager. The course is fully interactive and prompts you to assess your own leadership or management style and then learn how to develop it further. The course covers key topics such as effective communication, the importance of managing your time well, how to build solid relationships with your team, mental fitness and taking care of your own wellbeing, and how to better solve workplace problems.

The course also includes a downloadable PDF workbook that you can fill in as you complete the training, so that you can develop your skills as a leader or manager and get the most out of the course content. The workbook contains multiple questions, activities and opportunities for self-reflection.

Effective Leadership Training – Advanced

- Duration: 3-4 hours
- Same day digital certificate
- Accredited by CPD

This Effective Leadership training course will provide employers and employees with the information they need to develop and deepen the attributes, behaviours, values and practices of effective leadership.

The course describes how to enrich management competencies, strategic and operational decision making, together with developing skills and techniques for problem solving, leading change and organisational development. It focuses on advancing leadership proficiencies and leveraging them for measurable, sustained impact in a range of business environments.

Customer Service Training Course

- Duration: 2 hours
- Same day digital certificate
- Accredited by CPD

This online Customer Service Course is designed for **anyone who works with members of the public face-to-face, over the phone or via email, social media or live chat**. The course will enable you to maintain the highest standards of customer service at all times and ensure your customers have the best experience with you, facilitating repeat business and positive recommendations.

Throughout the course, you'll learn about common issues you might face and how to resolve them, how to communicate effectively, and how to ensure you're operating in accordance with company policies and procedures.

Retail Customer Service Training

- Duration: 2 hours
- Same day digital certificate
- Accredited by CPD

This online Retail Customer Service training is designed to help anyone **working in a retail environment** improve their customer service skills. This course ensures that retail staff are constantly and consistently achieving and exceeding their customer's needs and expectations.

All businesses that sell a product or service to the public should strive to provide their customers with the best possible service. This course aims to provide retail workers with the necessary skills and techniques needed to put the customer first and go above and beyond with their service.

Restaurant Hospitality Training

- Duration: 2-3 hours
- Same day digital certificate
- Accredited by CPD and endorsed by the Institute of Hospitality

This Restaurant Hospitality Training will teach **front of house staff in a restaurant** how to deliver good customer service to guests. It explains how to create a welcoming, professional environment for diners through positive behaviour and by fulfilling their need as effectively as possible.

The course explains what skills all front of house staff should have, how to maintain a professional appearance and attitude, what to do when guests arrive and want to order, the importance of knowing your food and drink menus, and **which laws your restaurant needs to comply with**. The knowledge that learners gain from this course will enable them to provide guests with a positive dining experience and make their restaurant's customer service stand out.

Complaint Handling Training

- Duration: 2 hours
- Same day digital certificate
- Accredited by CPD

This training course teaches you how to handle and solve any complaints you receive. Complaints are inherent to every business, and it's essential that you know how to handle them correctly. Whether your complaint is over the phone, via email, on social media, or made in person, our training course will give you the skills you need to handle it appropriately and resolve it successfully.

Managing Conflict in Retail

- Duration: 1 hour
- Same day digital certificate
- Accredited by CPD and endorsed by the Institute of Hospitality

This Managing Conflict in Retail course will help those working in retail deal with conflicts that can arise with customers. As customer service is a large part of the role, retail workers often find themselves in difficult situations. Occasionally, this can lead to confrontations that may leave you feeling intimidated or even threatened. This course will offer advice and guidance on how best to deal with these situations, so that you can feel safe at work.

There are many different factors that can cause a conflict between customers and staff. This course will examine the common causes of these conflicts, and provide advice on how best to handle a customer complaint. It also covers the sale of alcohol and other age-restricted products, and guidance on dealing with verbal and physical abuse, shoplifting and robberies. By the end of this course, you will feel secure in your knowledge and understanding of what can cause a conflict with a customer and be confident in dealing with any difficult situation that may come your way. Once learnt, these skills can be applied to any future role you may have.

Managing Customer Conflict in Hospitality

- Duration: 1 hour
- Same day digital certificate
- Accredited by CPD and endorsed by the Institute of Hospitality

This Managing Customer Conflict in Hospitality course will help those **working in hospitality** deal with conflicts that can arise with customers. The hospitality industry is fast-paced and an often pressurised environment where conflict can easily occur. This course will teach you how to limit conflict, or even avoid it altogether, and help you stay safe at work.

There are many different factors that can cause a conflict. This course will examine the common causes of conflicts between customers and staff, and provide advice on what to do and what not to do when faced with a customer complaint. It also covers the role that alcohol can play in conflicts and includes information on steps to take to reduce conflict when a customer is intoxicated. By the end of this course, you will feel secure in your knowledge and understanding of what can cause a conflict with a customer and be confident in dealing with any situation that may come your way. Once learnt, these skills can be applied to any future role you may have.