

# FOOTSTEPS training

-  Class Session
-  Coaching Session
-  Online Training
-  GM Training Session
-  Self Guided Session
-  On Job Training

**FOOTSTEP 1**  
**ALL TEAM MEMBERS**  
 Bar / Hostel / Kitchen / Housekeeping / Managers

- E-LEARNING**
- All Staff**
- Basic Induction • Service/Standards
  - L2 Health & Safety • Fire Marshall
  - Manual Handling • COSHH
  - Equalitydiversity • Disability Awareness
  - Emergency First Aid Online

- PRACTICAL COURSE**
- Tour of Building • Meet the Team
  - Fill in Legal Documents • Brand Awareness / Manual
  - Team Member Career Log Book • CMS Induction
  - Junction 6 Induction • CMS Management

- Bar / Hostel / Nightporter Additional Courses**
- Food Safety Level 2 • Allergen Awareness
  - Drugs Awareness • HACCP
  - Cask Marque Bar Excellence

- Kitchen Additional Courses**
- Food Safety Level 2 • Allergen awareness
  - Drugs awareness • HACCP

- Night Porter Additional Courses**
- Emergency First Aid • Practical Fire Marshall
  - Conflict Management

**FOOTSTEP 2**  
**ASPIRATIONAL TEAM MEMBERS**  
 Staff looking to progress within the company

- E-LEARNING**
- Cask Marque Cellar Management • Conflict Management

- PRACTICAL COURSE**
- Shift Leadership Booklet • Core Skills Development Booklet

**FOOTSTEP 3**  
**SUPERVISOR**  
 Staff aiming to promote to Supervisor

 x 6

 x 2

 x 1

 2 hrs

- E-LEARNING**
- Time Management • Venners Stock Management

- PRACTICAL COURSE**
- Practical Fire Marshall • Conflict Management • Key Manager Skills: 2 Day Course Covering (Handling Difficult Employees, Effective Communication, Atmosphere Generation and Motivation & Team Engagement) • Opening/Closing Systems
  - Complaint Handling • CMS Management • Collins Training • IT Training - Basics of Systems
- ONCE ALL ABOVE IS COMPLETE** • APLH (Personal Licence)

**FOOTSTEP 4**  
**TRAINEE ASSISTANT MANAGER**  
 Staff aiming to promote to Trainee Assistant Manager

 x 2

 x 2

 x 1



- E-LEARNING**
- Social Media

- PRACTICAL COURSE**
- Audit Systems (Kitchen / Fire / H&S / Venners / Hostel Audits • Managing Food and Profit in the Kitchen
  - Social Media • Finance Level 1 • Managing Sales / Bookings Online and Walk Ins (Collins Advanced)

**FOOTSTEP 5**  
**ASSISTANT MANAGER**  
 Staff aiming to promote to Assistant Manager

 x 9

 3 mnths

 x 1

- E-LEARNING**
- Interview Skills • Staff Appraisal

- PRACTICAL COURSE**
- Recruitment and Selection • Marketing and Merchandising (Including Figure of 8) • Business Development / Business Planning / SWOT • Employment Law • Relief Management • Leadership Course Training - Basics of Systems • GTC
- ONCE ALL ABOVE IS COMPLETE** • APLH (Personal licence)

**FOOTSTEP 6**  
**GENERAL MANAGER**  
 Staff aiming to promote to General manager

 x 3

 6 mnths

 x 2

- PRACTICAL COURSE**
- Yield Management • Motivation & Team Engagement Advanced
  - Spec - Control and Creation • Risk Assesments
  - Team Development (KPO's / Training Footsteps / Problem Solving / Delegation)

**FOOTSTEP 7**  
**ADVANCED GENERAL MANAGER**

 x 2

 6 mnths

- PRACTICAL COURSE**
- Advanced Employment Law • Business Analysis • Leadership Advanced
  - Food safety Level 3