

The LCR Brigaded Hospitality SWAP programme will provide candidates with the skills and behaviours needed to embark on a career in the hospitality sector.

There are a number of vacancies across hospitality businesses across the City Region ranging from front of house staff to supervisory roles.

Course Content

1. **Award in Customer Service (Hospitality context)**
 - Know How to deliver good customer service
 - Know different communication methods and techniques
 - Know how to provide good customer service in line with organisational procedures
 - Know how to deal effectively with customer queries, problems and complaints

2. **Industrial Environment Awareness (Hospitality context)**
 - Health and safety
 - Manual handling
 - COSHH
 - Risk assessment
 - Effective teamworking
 - Communication

3. **Principles of controlling and prevention of infection**
 - Causes and spread of infection
 - Transmission of infection
 - Preventing the spread of infection
 - Understanding decontamination processes
 - Good waste management
 - Legislation
 - Risk assessment

4. **Food allergen awareness**

Optional content dependant on job role, for example :-

Principles of Maintaining Cellars & Kegs	Emergency first aid at work	Understand control/receipt and storage of stock
Principles of Cleaning Dispense Lines	Setting up & Closing Kitchen Area	Personal presentation and hygiene at work
Principles of preparing Bar Areas	Service of Food at Table	Food hygiene in catering
Principles of Preparing & Cleaning Areas Table Service	Understand control/handling and replenishing of stock	Mental health awareness

Eligibility

19+ in receipt of a working age benefit.

- Must be smart and presentable.
- Customer Service skills.
- Friendly.
- Ability to work at pace and under pressure.
- Willingness to learn.
- Punctual and reliable.

Must be flexible (willing to work weekends and evenings)

Candidates must be able to provide right to work ID

Open day

Open Day to take place at the
Adelphi Hotel Ranelagh St Liverpool, L3 5UL
on Wednesday 01/09/21 (time to be confirmed)

For more details contact Julie Peat 0151 443 6897