

### Emergency First Aid Course: (Ref No. 12)

This programme will provide participants with skills to deal with accidents or injuries sustained in a working environment. On the completion of this programme the participant will have the knowledge to deal with lifesaving procedures, wounds, and bleeding, poisoning, environmental injuries and heart and circulatory problems.

Duration: 1-2 days



# RESTAURANTS SKILLNET

## SCHEDULE OF TRAINING 2008

The RAI has been working proactively on your behalf over the past 2 years with the Accel Elevator Project in providing affordable training and is delighted to offer the new Restaurants **SKILLNET** 2008 Schedule of Training.

### Programmes

- \* Financial Management
- \* Cost Reduction
- \* Marketing Management
- \* People Management
- \* Train the Trainer
- \* Managing the Training Function
- \* Customer Relation Management
- \* Wine Service
- \* English Language & Cultural Awareness
- \* Innovation in the Kitchen
- \* Occupational First Aid
- \* Emergency First Aid

To reserve your place on any programme please complete the booking form below and forward with remittance to:

**RAI (Skillnet), 11 Bridge Court City Gate, St Augustine St Dublin 8.**

Full payment is required in advance to secure your booking. A refund will not be possible unless cancellations are made within 2 weeks.

Programme Ref No.	Date	Participants Name	Position i.e. Manager/Chef etc

Name: \_\_\_\_\_

Restaurant: \_\_\_\_\_

Contact No: \_\_\_\_\_

Email: \_\_\_\_\_

For further details on dates and prices please contact:  
**Karen Mulvaney** (01) 6779901 or email [raiskillnet@rai.ie](mailto:raiskillnet@rai.ie)



*'The Restaurants Skillnet is funded by member companies and the Training Networks Programme, an initiative of Skillnets Ltd., funded from the National Training Fund through the Department of Enterprise, Trade & Employment'*

# Programme Descriptions

## *Financial Management (RefNo.1)*

In this programme restaurateurs will improve their business focus, be more confident in calculating and interpreting financial data, and take a more strategic approach to managing their restaurant. This programme will equip participants with the skills to understand what drives profitability in their business.

Duration: 1 day

## *Cost Reduction (RefNo.2)*

With increasing demands on the restaurateur and an increasingly competitive market, a tight reign on costs is more critical than ever. In this programme, participants will improve their business focus and take a strategic approach to cost reduction whilst maintaining quality and standards. This programme will enable managers to budget and cost correctly in order to maximize business profits.

Duration: 1 day

## *Marketing Management: (Ref No. 3)*

The aim of this programme is to provide participants with an understanding of the essential tools and principles of marketing so they will be able to demonstrate effective marketing management in their own businesses. On completion of this programme participants will be able to understand the marketing concepts, systems and strategy as they apply it to their own businesses.

Duration: 1 day

## *People Management: (Ref No. 4)*

The aim of this programme is to explore the fundamentals of management; planning, organising, directing and controlling. It will explore practical people management techniques including performance management and communicating with and motivating employees. On completion, participants will know how to set objectives and motivate for increased performance effectiveness.

Duration: 1 day

## *Train the Trainer: (Ref No. 5)*

Are you confident that your staff can convey information clearly, tactfully and professionally? This programme will enable participants to enhance their personal impact in workplace situations and interactions. It will explore both verbal and non-verbal communications and provide practical advice on implementing appropriate behaviour for successful interaction at every level. Participants will receive coaching on how to improve their personal style resulting in an open, clear, professional approach to communications with colleagues and customers alike.

Duration: 1 day

## *Managing the Training Function: (Ref No. 6)*

This programme examines the critical components and strategies needed to ensure that organisational training initiatives are consistent with business needs and provide measurable results. On completion, participants will be able to relate training to business goals, build a best practice portfolio of strategies and approaches and evaluate training investment with return-on-investment analysis.

Duration: 1 day

## *Customer Relation Management: (Ref No. 7)*

This programme will provide participants with the skills, knowledge and attitudes that will enable them to deliver outstanding customer service consistently. Exceeding customer's expectations and providing a memorable experience at every opportunity is the focus of this programme. On completion, participants will have a clear understanding of excellence in customer service standards.

Duration: 1 day

## *Wine Service: (Ref No. 8)*

Different levels of programmes will provide participants with a skillset to recommend and upsell wines with authority and knowledge. On completion, participants will have the confidence to be more creative in the selection of wines that will compliment the cuisine that is on offer in ones establishment.

Duration: 2 days

## *English Language Training & Cultural Awareness: (Ref No. 9)*

General English classes, Irish culture & tourist information for the catering industry.

Duration: 10 days

## *Innovation in the Kitchen: (Ref No. 10)*

Workshop featuring demonstrations by top awarding winning chef on cutting edge cuisine, which has taken Ireland into the echelons of world class creativity. Following the demonstrations, a short seminar with questions and answers will equip the attendees with an abundance of new and innovative ideas for menu development. Lunch shall follow this workshop.

Duration: 4 hours

## *Occupational First Aid Course: (Ref No. 11)*

This course covers all the essential aspects of Occupational First Aid and it complies with the regulations in the Safety, Health and Welfare at work act. On successful completion of the course participants are automatically registered as Occupational First Aiders and are presented with a certificate which is valid for three years.

Duration: 3 days