|  |
| --- |
|  |
| ****Externship Visiting Programme – Hospitality**** ****Tuesday 13th November 2018********Slieve Russell Hotel, Cranaghan, Ballyconnell, Co. Cavan**** |
| 9.30-10.00 | **Registration, Tea, Coffee and Scones** |  |
| 10.00 -10.15 | **Welcome and Introduction** |  |
| 10.15-10.45 |

|  |
| --- |
| **Presentation – HR Policies & Procedures**Overview of Hotel & departments  |
| Recruitment procedure & process |
| Interviewing process – what we look for, how we grade, improving employability, preparation for students in advance of interviews |
| Work placement/career traineeships/apprenticeships programmes  |

 |  |
| **10.45-11.00** | **Questions and Answers** |  |
| **11.00 – 11.30** | **Tour and Demonstration**Tour of Hotel (Group 1)Kitchen Demonstration (Group 2) |  |
| **11.30- 12.00**  | **Tour and Demonstration**Kitchen Demonstration (Group 1)Tour of Hotel (Group 2) |  |
| **12.00-12.30** | **Presentation by employee – “My story”** Career Progression development & promotions |  |
| **12.30 -13.15** | **Lunch** |  |
| **13.15 – 14.00** | **Presentation - Typical Roles and Responsibilities** Food & beverage, front office, accommodation, sales, kitchenNew technology, stock control, food management,HACCP |  |
| **14.00-14.30** | **Presentation - Standards and Training** Customer service culture programmeStandard expectations – SOP’sBuddy/mentor systemQuarterly training & quality auditsCustomer Feedback |  |
| **14.30-14.45** | **Questions and Answers** |  |
| **14.45-15.00** | **Closing and Evaluation****Certificates of Attendance** |  |
|  |  |  |

