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| ****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, kitchen  New technology, stock control, food management,  HACCP |  |
| **14.00-14.30** | **Presentation - Standards and Training**  Customer service culture programme  Standard expectations – SOP’s  Buddy/mentor system  Quarterly training & quality audits  Customer Feedback |  |
| **14.30-14.45** | **Questions and Answers** |  |
| **14.45-15.00** | **Closing and Evaluation**  **Certificates of Attendance** |  |
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