



## Training for the Hospitality Sector

This £42 billion a year industry has a range of training issues successfully addressed by our Business Services team, based in the hospitality and tourism hotspot of the New Forest National Park.

### Challenges facing the hospitality sector

Legislation changes have meant that door staff, security staff and publicans are required to train to standards supporting public order and security; whilst all hospitality providers are responsible and increasingly inspected for health, safety and hygiene.

We have listened to local hotel and restaurant managers who are reporting:

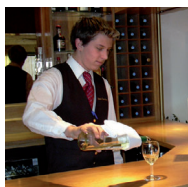
- A skills shortage in the industry.
- Widening and diversity of their workforce.
- Need for quality learning and training in the workplace with minimum disruption to the business.
- Continued drive towards increasing their standards, product and customer service levels and staff retention.
- Importance of working with the Sector Skills Council to promote the industry particularly within their own local communities.

### How Business Services can help...

We can help you overcome some of these challenges with our competitively priced, flexible training options, which focus on achieving practical results in the workplace. Our wide range of courses vary in length from 1 day short courses, up to 12 month work based learning NVQs and 9-12 month comprehensive diploma courses at level 2 & 3. Our NVQ programmes are currently achieving an average 89% pass rate and level 2 qualifications attract Train to Gain funding with FREE training for staff who meet the relevant criteria.

We offer:

- NVQ Professional Cookery – Level 2 & 3
- NVQ Food & Drink Services – Level 2
- NVQ Food Preparation and Processing for Schools and Hospitals – Level 2
- NVQ Hospitality Supervision – Level 3
- ABC Level 3 Diploma in Patisserie Skills
- NCFE Level 2 Certificate in Nutrition and Health
- BII Level 2 National Certificate for Door Supervisors
- BII Personal Licence Certificate
- BII Responsible Retailing in Alcohol
- BII Barpersons Certificate
- WSET Foundation, Intermediate and Advanced Certificates in Wine Appreciation
- Bespoke packages to meet your specific needs such as Food Safety CIEH level 2 and First Aid in the Workplace





### Why Business Services?

We have developed our courses and our methods of delivery to meet your needs. Our industry experience and track record of delivering successful courses for the local hospitality sector means you can be confident about getting the right training for your staff, which benefits your establishment as well as providing excellent rates of staff retention.

### Hospitality Experts

Our tutors and assessors have worked in the highest standard establishments and have extensive experience in the sector at a local, national and international level. We only send out experienced, qualified and subject specialist staff to assess in the workplace so you can be assured that you are getting the best training possible from people that understand your business.

### Flexibility

We are a business service and work 7 days a week to fit in with your business needs. Talk to us about any bespoke learning or training requirements you have and we will develop a course or programme to suit you as well as offering a full Training Needs Analysis for all your staff.

### Quality & Value

By choosing Business Services as your learning partner you will receive a competitively priced, highly flexible, employer led service. We will access Train to Gain funding where employers/employees are eligible.

### Support

Our Skills for Life support ensures that any employee with English as a second language, or Dyslexia, Literacy and Numeracy needs are offered specialist support to make sure that they stand the best chance of passing their qualifications and meeting your business goals. We also hold the Matrix Standard and have received an excellence award for our high quality Information, Advice and Guidance service, which is available to employers and employees.

### Success

For every learner we train without a work placement, we find five employers are waiting to recruit that learner once trained by the College. As a Beacon College we have been given a Government accolade as a leading example for outstanding quality learning and training. This is reflected in our high learner pass rates – currently standing at 89%. Business Services is at the forefront in working with employers and has achieved the coveted *Action for Business College* status and are a recognised national Centre of Vocational Excellence (CoVE) in Hospitality & Tourism.