

Restaurant and Banqueting Skills and Techniques a two day workshop at University College Birmingham

This workshop is mainly practically based and designed for banqueting and fine dining supervisors and senior staff. It will enable participants to benchmark best practice and take back the skills and techniques they have acquired for use by their own staff. There will be a theory based session each day devoted to developing and maintaining standards within an individual establishment which is very useful if you employ casual banqueting staff. The workshop will be directed by Robert Smith, Assistant Dean of Hospitality and Food and Beverage Co-ordinator.

Now in its third year, this workshop has been so successful that we are repeating it once again. Comments from the participants included; "Learned a lot from Rob and fellow classmates, would recommend course to others", "I have learned a lot from it and will take all aspects of it to maintain a high standard at my work place", "Excellent workshop, excellent facilitator", "A very interesting course, all the questions answered in a professional way", "Robert was an excellent trainer".

Tuesday 15 November 2011, 0930 - 1630

Introduction - Course objectives and format

Table lay up - Laying the table to the establishments' standards: Linen, cutlery, crockery and glassware

Service - Using a spoon and fork

Serving and clearing plates - Serving and clearing methods including:

Soup, Fish, Main, Side plates

Methods of serving food - Service styles including:

Family, Plated, Silver

Wednesday 16 November 2011, 0930 - 1630

Ethics and customer care - Dealing with customers on arrival, during the meal and on departure:

Social skills, Service conventions including who to serve first, Scheduling when there are to be speeches or presentations, Minimising problems, Handling complaints

Serving non alcoholic beverages - Tea and coffee

Wine service - Opening and serving wine, knowledge on wine and food

Participants

This workshop is practically based and designed for banqueting and fine dining supervisors and senior staff working in universities and colleges at all levels of competence.

Venue

The workshop will be held in University College Birmingham's restaurant and dining areas. Previously known as the Birmingham College of Food, University College Birmingham (UCB) has a very high reputation both in food preparation and service. Located on Summer Row, Birmingham B3 1JB, the college is 10 minutes' walk from New Street and Snow Hill railway stations. Each day starts at 0930 and ends at 1630. There is more information at www.ucb.ac.uk. Participants will receive full location details and other information when they make a reservation.

Fee

The fee for this two day, non-residential workshop is £315.00 plus vat, per participant. This includes all workshop materials, training costs, refreshments and lunch. Participants requiring overnight accommodation make their own arrangements. There is a Holiday Inn Express in Lionel Street, next to UCB www.hiexpress.com. There are two Travelodges near to the college www.travelodge.co.uk and two Premier Inns nearby www.premierinn.com. There is a large range of bars and restaurants providing an evening meal within a short walk of the college.

To make a workshop reservation, please go back to our booking form, which may be completed on-line or off-line. May we respectfully draw your attention to the UHS business terms, which are on the seminars page of our web site and on the booking form?