

## **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.

### **Wednesday 5 May 2010, 0930 - 1630**

**Introduction** - Course objectives and format

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

**Silver 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:  
Silver, Plated, Family

### **Thursday 6 May 2010, 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](http://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 are two Travelodges near to the college [www.travelodge.co.uk](http://www.travelodge.co.uk). There are also two Premier Inns nearby [www.premierinn.com](http://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?