

Pre-Employment Training (PET) Programme –

A consistent national standard approach to publicly funded pre-employment training as well as conversion and retraining programmes.

60 hour (can be delivered over 2 full time or 4 weeks at 15 hours per week) training introduction to the HLTT industry

Module	Objective	Outcome	Rational
Introduction	<ul style="list-style-type: none"> ✓ List the Scope of the Sector ✓ List the various Hospitality Businesses ✓ List Job roles 	Candidates will understand the size and scope of the sector, star ratings and the many different entry routes - this module helps them to see lots of other options apart from Chef, Waiter, Bar person roles	Frequently candidates are unaware of the range of job roles within HLTT often only seeing Chef and Waiter or Kitchen Porter as the only career options. Also making candidates aware that there are many other businesses offering career choices not just Hotels, Pubs and Restaurants.
UKSP	<ul style="list-style-type: none"> ✓ Know what UKSP is ✓ Be able to Register for UKSP ✓ Set up my page ✓ Map a career in Hospitality ✓ Search for Vacancies ✓ Search for Good Employers ✓ Apply for a job using UKSP ✓ Register CV on Marketplace - inform Good Employers you are job seeking ✓ List your skills ✓ Assess how competent you are against all the jobs available in the HLTT sector 	Candidates will be able to further see the size and scope of the industry and register their interest in working in the sector on Marketplace	Candidates register on Marketplace /Jobcentre (Situations wanted/sought) employers can check and make contact and offer interview
Team Working	<ul style="list-style-type: none"> ✓ Understand why team working is important What to do to be a valuable and effective team player ✓ Describe your strengths using Belbin team roles 	Candidates will understand how teamwork is essential in the sector and appreciate what this means in the workplace	In the sector it is crucial all departments work together to achieve the goals of a business

Customer Service	<ul style="list-style-type: none"> ✓ Achieve new Level 2 Award in the Principles of Customer Service for the Hospitality Leisure Travel & Tourism 	Understand the importance to the organisation in providing excellent customer service in the hospitality, leisure, travel and tourism industries Understand the role of the individual in delivering customer service in the hospitality, leisure, travel and tourism industries Understand the importance of customers' needs and expectations in the hospitality, leisure, travel and tourism industries	National qualification It is important to recognise that customer service skills are essential for all roles within HLTT
Sales Training	<ul style="list-style-type: none"> ✓ Define the marketing and sales process giving full explanation of each ✓ The marketing process ✓ The sales process 	Candidates will understand the importance of sales and up selling in Hospitality Leisure Travel & Tourism	It is important to recognise sales are vital to a business - up selling is crucial to business and good customer service
Food Safety Level 2	<ul style="list-style-type: none"> ✓ Achieve level 2 Award in Food Safety in catering 	Candidates will understand and implement good food safety practice	National qualification Candidates will have minimum legal standard
Health & Safety Level 2	<ul style="list-style-type: none"> ✓ Achieve level 2 Award in Health and Safety in the workplace 	Candidates will understand and implement good food safety practice	National qualification Candidates will have minimum legal standard
Dealing With Difficult Situations	<ul style="list-style-type: none"> ✓ Understand and resolve customer conflict and tricky situations using the acronym LEARN ✓ Be able to use communication skills and some assertive techniques to solve difficult situations 	Candidates will be able to understand how to approach difficult situations with some assertive techniques and know how to take appropriate action.	Dealing with difficult situations with colleagues but especially with customers is vital to be able to achieve effectively.
Time Management	<ul style="list-style-type: none"> ✓ Describe why time management is important ✓ Identify 5 tips to use to improve your own time management ✓ Understand why time management is important in good Customer Service 	Candidates will understand the importance of good time management and good timekeeping	Time management is important in all sectors but is especially fundamental in the HLTT sector in all areas - both personally and during the working day
Communication & Influencing	<ul style="list-style-type: none"> ✓ Describe how your body language and conversation skills impact on others ✓ Understand how listening skills aid communication with customers and colleagues ✓ List 4 techniques for rapport building 	Candidates will be made aware of how important their communication is to work with others and for excellent customer service	Great communication skills means improved teamwork and excellent customer service in the business.
Making The Right 1 st Impression	<ul style="list-style-type: none"> ✓ Explain why making the right impression is so important ✓ Understand how people form impressions ✓ Describe the 5 tips you will be able to use to make the right impression 	Candidates will be aware of making the right impression when meeting others particularly customers	The right impression is created by the person and the workplace which is key to customer service

Job Roles Training Pt 3	Housekeeper, Bartender, Barista, Waiter, Chef, Travel Agent, Theme Park Attendant, Hotel Porter ,Crew Member, Kitchen Assistant, Reception (Customer Service),Conference and Banqueting Assistant	Candidates will be more familiar with some job roles in the industry	- giving Candidates the opportunity pre interview to select or de-select job roles - recruitment is not easy and the Candidates from this programme will have an increased awareness about the Job roles
Job Roles Training Pt 4	Housekeeper, Bartender, Barista, Waiter, Chef, Travel Agent, Theme Park Attendant, Hotel Porter ,Crew Member, Kitchen Assistant, Reception (Customer Service),Conference and Banqueting Assistant	Candidates will be more familiar with some job roles in the industry	Recruitment is not easy and the Candidates from this programme will have an increased awareness about the job roles
Interview Skills	<ul style="list-style-type: none"> ✓ Prepare yourself properly for and during an interview ✓ Prepare for the questions you will be asked 	Candidates will be able to prepare effectively for interviews.	People don't often get the opportunities to learn about tips for getting a job
Work Placement Insight	<ul style="list-style-type: none"> ✓ Prepare for what you will be expected to know ✓ Prepare for what you will be expected to do ✓ Understand what paperwork you may be required to use 	Candidates will know what to expect when they start work	Candidates need to know that working in the sector requires stamina, lots of standing on feet
Successful Exams	<ul style="list-style-type: none"> ✓ Gain a Nationally recognised Pre Employment qualification 	Candidates will be more prepared for exams following the programme.	Passing exams are important to gain recognised Pre-Employment qualifications to help gain employment
Course Review	<ul style="list-style-type: none"> ✓ Review Pre-Employment Programme 	Feedback form Candidates will help to evaluate the programme	Evaluate programme

Additional Modules - delivering a further 60 hours of learning giving a total of 120 hours - up to 8 weeks delivery

Additional modules are designed with candidates in mind who may need additional help before commencing the above pre employment training programme

<p>Meeting Customer Needs</p>	<ul style="list-style-type: none"> ✓ Understand and develop the skills of listening and questioning ✓ Explain how customer needs are understood through listening and questioning skills ✓ Understand the importance of strong listening skills in the customer service process and the gathering of accurate information 	<p>Better understand of the need to listen to customers as well as techniques for developing listening skills</p>	<p>The following 10 modules of the programmes aim to build confidence, reinforcing the importance of Customers and Customer Service in the industry. This section of the PET aims to build Key Skills such as ICT and confidence</p>
<p>Customer Service Ethos Pt 1</p>	<ul style="list-style-type: none"> ✓ Understand customers – psychology and value ✓ Describe the importance of customers to both individual businesses as well as the hospitality sector as a whole ✓ Understand the behaviour of customers ✓ Be able to list factors that contribute to loyalty ✓ Explain the concept of brand value and the links between front line customer service ✓ Understand the importance of front line customer interaction and first impressions 	<p>Again improving candidates understanding of the importance of customers to business and the crucial role individuals play in delivering customer service</p>	<p>Building customer loyalty and understanding the importance of customer satisfaction and repeat businesses</p>
<p>Customer Service Ethos Pt 2</p>	<ul style="list-style-type: none"> ✓ Understand how not to be judgmental ✓ Build rapport and trust with a customer ✓ Define empathy, how to show it and understand why it's important in customer service ✓ Take ownership for meeting customer needs and resolving issues or queries 	<p>Building on previous modules this module focuses on rapport, improved techniques to used to build rapport and understanding of why it is important to take ownership for customers needs problems issues.</p>	<p>Building rapport building is important as is taking responsibility for, knowing how to deal customer problems and issues or with customers issues</p>

Positivity	<ul style="list-style-type: none"> ✓ Consider how to self analyse in the context of positive self belief and self image ✓ Understand and be able to state important concepts in positive perception of yourself, improved self-esteem and positive goal setting. ✓ Ensure you progress towards your own goals and objectives ✓ State and use techniques for improving self esteem and self image ✓ Understand how to have a positive attitude and techniques to keep a positive mental attitude 	<p>Candidates will understand why it is important to be positive and convey positivity, to colleagues and customers</p> <p>Help Candidates reflect on how the world see them</p>	<p>It is important to our industry that all team members exhibit positivity</p>
ICT Coaching Pt 1	<ul style="list-style-type: none"> ✓ Understand basic Health and Safety when working with computers ✓ Be familiar with the keyboard, logging in/out and using the mouse ✓ Be able to type some words 	<p>a very basic understanding of IT and uses in work</p>	<p>Most entry job roles do not require IT skills though the use of computers in the workplace are becoming more common</p>
Positive Language	<ul style="list-style-type: none"> ✓ Identify and be aware of how to use positive language during all customers interactions ✓ Express company policies and procedures in positive terms to customers ✓ Understand how negative language has an effect on the customers' experience 		
ICT Coaching Pt 2	<ul style="list-style-type: none"> ✓ Use and describe data systems <p>Explain why data must be accurate and how to do this</p> <p>Access, operate and close databases</p>	<p>building confidence on the basics acquired in ICT1 this will help familiarise Candidates with IT use and POS systems</p>	<p>building on the previous this programme will help understanding and build confidence</p>
ICT Coaching Pt 3	<ul style="list-style-type: none"> ✓ Use Microsoft Word to produce written documents (CV, covering letter) ✓ Use the main functionality of MS Word (or other windows based word processing package) ✓ Understand how to proof read work to rectify spelling errors, grammar and achieve appropriate structure, style and tone. 	<p>Candidates will be more familiar with ICT at work by having some basic skills</p>	<p>Candidates will be comfortable using computers and perform basic computer tasks including point of sales (POS)</p>

Job Roles Training Pt 1	Housekeeper, Bartender, Barista, Waiter, Chef, Travel Agent, Theme Park , Attendant, Hotel Porter ,Crew Member, Kitchen Assistant, Reception (Customer Service) ,Conference and Banqueting Assistant	Offering Candidates the opportunity to have a basic understanding of different job roles will be more familiar with some job roles in the industry	- giving Candidates the opportunity pre interview to fully understand job roles to make choices and select or de-select job roles
Job Roles Training Pt 2	Housekeeper, Bartender, Barista, Waiter, Chef, Travel Agent, Theme Park Attendant, Hotel Porter ,Crew Member, Kitchen Assistant, Reception (Customer Service),Conference and Banqueting Assistant	Candidates will be more familiar with some job roles in the industry	Recruitment is not easy and the Candidates from this programme will have an increased awareness about job roles - giving candidates the opportunity pre interview to select or de-select job roles