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| [InterContinental Dublin](http://www.intercontinentaldublin.ie/en/) | | |
| ****Externship Visiting Programme – Hospitality****  Monday 8th October 2018  InterContinental Dublin, Dublin 4 | | |
| 9.30-10.00 | **Registration, Tea and Coffee** |  |
| 10.00 -10.15 | **Welcome and Introduction** |  |
| 10.15-11.15 | **Presentation – Front office and Customer Service Skills**   |  | | --- | | Hierarchy/structure of hotels/roles | | Standards in accommodation services | | Guests with special needs | | Reservation software | | Marketing  Q&A | |  |
| **11.15-11.45** | **Hotel Tour** |  |
| **11.45-12.45** | |  | | --- | | **Presentation – HR Policies and Interviews**  Work Experience/placement - what is expected of students | | Hotel expectations when employing students/who do hotels employ/at what Level? | | Improving Employability | | Hotel expectations in line with award level achieved by students. | | Recruitment/careers/apprenticeships/conditions for employees | | Opportunity for further training  Q&A | |  |
| **12.45 – 13.30** | **Lunch** |  |
| **13.30-14.30** | **Presentation – Food and Beverage**  Food and Beverage (Kitchen/Banqueting/Restaurant)  Operations - Stock control  Event Management  New technology in food  Food Safety Management/HACCP  Q&A |  |
| **14.30 -15.00** | **Closing**  **Evaluation** |  |
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