|  |
| --- |
| InterContinental Dublin |
| ****Externship Visiting Programme – Hospitality**** Monday 8th October 2018InterContinental 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 |
| MarketingQ&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 trainingQ&A |

 |  |
| **12.45 – 13.30** | **Lunch** |  |
| **13.30-14.30** | **Presentation – Food and Beverage**Food and Beverage (Kitchen/Banqueting/Restaurant) Operations - Stock controlEvent ManagementNew technology in foodFood Safety Management/HACCPQ&A |  |
| **14.30 -15.00** | **Closing** **Evaluation** |  |
|  |  |  |