

Training & Development Handbook

INCIPIO

incipio-group.co.uk

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Welcome

This booklet talks through all the incredible training & development we have at Incipio. This will be updated as we continually grow and expand our development scheme opportunities.

Our courses are delivered with passion & knowledge from the brilliant minds of Incipio, including our Food, Operations and Finance Teams all brought together through Learning & Development to ensure you get the most out of each session.

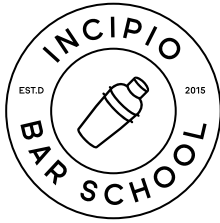
At Incipio people are at the heart of everything we do. Whether you are looking to join us part time or to drive forward your career we have a clear Career Pathway to support you and make this happen.

If you are interested in booking onto any of these courses please speak to your General Manager or reach out to our Learning & Development Manager Jenni on jenni@incipio-group.co.uk

Career Pathway

Team Member	Team Leader	Supervisor	Assistant Manager	Deputy General Manager	General Manager
<p>Health & Safety Level 2</p> <p>Food Safety Level 2</p> <p>Food Allergens</p> <p>ALPS</p> <p>COSHH</p>	<p>Health & Safety Level 2</p> <p>Food Safety Level 2</p> <p>Food Allergens</p> <p>ALPS</p> <p>COSHH</p>	<p>Health & Safety Level 2</p> <p>Food Safety Level 2</p> <p>Food Allergens</p> <p>ALPS</p> <p>COSHH</p> <p>Equality & Diversity</p> <p>ACT Awareness</p>	<p>Health & Safety Level 2</p> <p>Food Safety Level 2</p> <p>Food Allergens</p> <p>ALPS</p> <p>COSHH</p> <p>GDPR</p> <p>Equality & Diversity</p> <p>ACT Awareness</p>	<p>Health & Safety Level 2</p> <p>Food Safety Level 2</p> <p>Food Allergens</p> <p>ALPS</p> <p>COSHH</p> <p>GDPR</p> <p>Equality & Diversity</p> <p>ACT Awareness</p>	<p>Health & Safety Level 2</p> <p>Food Safety Level 2</p> <p>Food Allergens</p> <p>ALPS</p> <p>COSHH</p> <p>GDPR</p> <p>Equality & Diversity</p> <p>ACT Awareness</p>
<p>Bar School</p>	<p>Guru Programme</p> <p>Central Courses</p>	<p>Guru Programme</p> <p>Central Courses</p> <p>Conflict Management</p> <p>Fire Marshall</p> <p>First Aid</p> <p>Development Reviews</p> <p>Personal Licence</p>	<p>Central Courses</p> <p>Conflict Management</p> <p>Fire Marshall</p> <p>First Aid</p> <p>Development Reviews</p> <p>Personal Licence</p>	<p>Central Courses</p> <p>Conflict Management</p> <p>Fire Marshall</p> <p>First Aid</p> <p>Development Reviews</p> <p>Personal Licence</p>	<p>Personal Development Programme</p> <p>Conflict Management</p> <p>Fire Marshall</p> <p>First Aid</p> <p>Personal Licence</p>
		<p>Coepto</p>	<p>Pergo</p>	<p>Vinco</p>	

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At bar school we cover all the basics including cocktail making, perfect pours, wine tasting, driving sales and delivering incredible hospitality!

Bar School is for all front of house to attend when you join Incipio, no matter what position you join us at. At Bar School we also introduce you to the journey of Incipio, our values and beliefs and set you up for success in your venue!





Wine & Spirit Education Trust

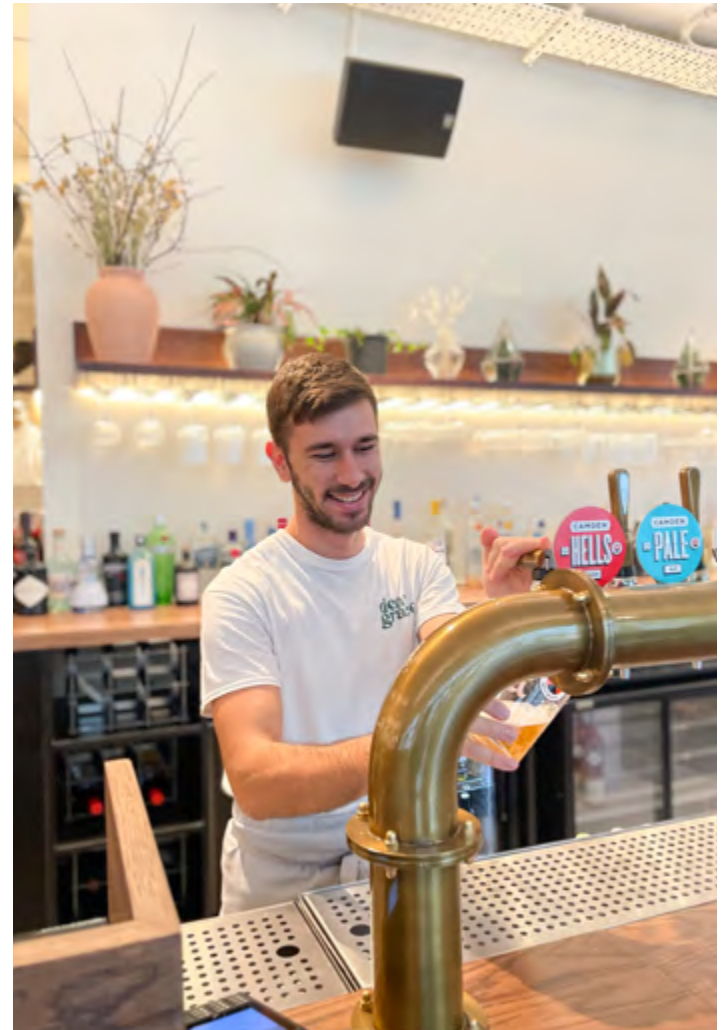
The WSET Level 2 Award in Wines is the perfect wine course for beginners wishing to learn about a wide range of grapes and styles, as well as those seeking to build on their current knowledge.

Please reach out to Jenni if you are interested in this course.

Guru Programmes

Our Guru days take place quarterly. We team up with different suppliers to inspire, upskill and train our Gurus. It is then the role of our Gurus to head back to their venue and share their knowledge and onward train the team with a sales driving incentive.

Our Guru programmes are for Team Leaders and Supervisors to sign up to on the subject area they are most passionate about. We have the following 3 Guru Programmes to choose from.





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Conflict Management

This course explores and improves your skills in the following:

- Guest Communication
- Human responses in conflict situations
- Assessing and reducing the risks in conflict
- Best practice following a conflict situation

Fire Marshal

A course that explores and improves your skills in the following:

- Legislation and causes of fire
- Classes of fire and methods of extinction
- Fire risk assessment and fire prevention methods
- Action to be taken in the event of a fire
- Roles and responsibilities of the fire marshal
- Fire drills
- Fire fighting equipment

First Aid

- Legal requirements of first aid in the workplace
- Responsibilities of the emergency first aider
- Basic principles of AED (automated external defibrillator) use – turning AED on, pad placement and following instructions
- Recovery position, CPR (cardiopulmonary resuscitation), choking, shock, and bleeding
- Minor injuries – includes superficial burns, splinters, scrapes and grazes

Aces in Places

The importance of inductions
& leading from the front

In this course we understand the importance of our people in our venues, how to set them up for success and winning hearts and minds.

We look into Belbins to better understand our role as a leader within the team, how to get the best out of each other and take a deep dive into inspirational & proactive leadership.

This course is open to all leaders in our business, both front of house and in the kitchen.



Understanding your impact

Coaching & Curiosity

Leaders understand that their legacy lies not only in the leaders they develop but in the leaders that those leaders develop as well. In Incipio we promote proactive, inspirational leadership.

This includes coaching on shift, effective feedback, understanding our teams motivations and actively listening on shift.

This course is for the leaders of Incipio to attend, both from the kitchen and front of house.



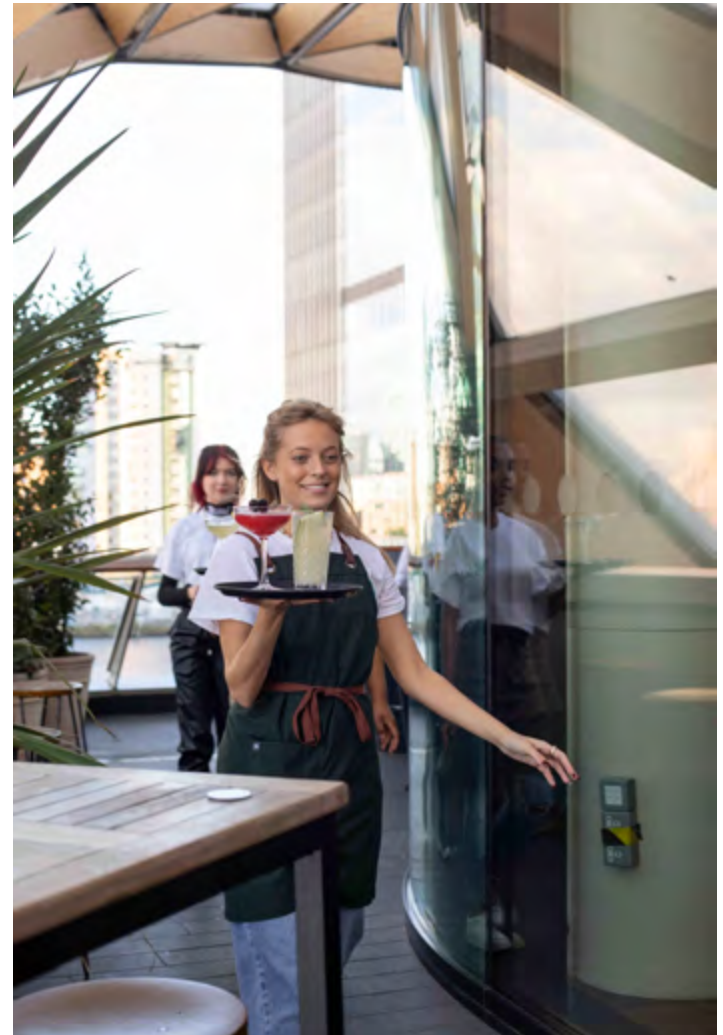
Stock Culture

Impact & Insight

This course uncomplicates the world of stock to create a transparent stock culture where the whole team is invested.

We cover ways to prevent stock losses, how to pro-actively react to challenges and look into understanding why stock is so important to our venues.

Alongside this we clearly set out the Incipio expectations when it comes to looking after our stock, both front of house and in the kitchen.





Driving Standards

Health & Safety in our venues

By protecting your team, you protect your guests and ensure that your venue is more efficient and productive.

On this course we cover effectively running the pass for a smooth service, understanding allergens and the allergen process and health & safety standards in our venue with a deeper dive into the kitchen.

This course is designed for both front of house and kitchen teams to attend from team leader and above.

Recruitment Workshop

A half day workshop on how to attract the freshest and most exciting talent into Incipio, what recruitment resources we have available and what onboarding processes we have in place.

We will discuss what good recruitment looks like; complete ownership, how to effectively engage, communicate and inspire our people. Recruiting the right people in the right way is the starting place to everyone's journey with Incipio.





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Leaders Induction Day

We pride ourselves on having incredible structured inductions here at Incipio.

Alongside this we have an induction day at HQ where you meet members of each team and get into the detail of our systems, gain full understanding of expectations and have the opportunity to ask any questions to the people in the know.

Coepto

To undertake, begin eagerly, and make a start!

Coepto is a 6 month development programme for our top supervisors looking to progress through the career pathway.

During the 6 months you cover everything from inspirational leadership, positively impacting sales and creating an incredible culture for you and your team to work in.





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Pergo

To continue, proceed, to go on...

The Pergo development programme is for our incredible Assistant Managers in Incipio to attend.

During the 6 months we look into your commerciality, courage and management style as a leader in your venue.

We ask you bring passion and commitment to each session we have together, with a drive to develop yourself and those around you.

Vinco

To overcome, conquer and master!

The Vinco development programme is for all of our Deputy General Managers at Incipio.

On this development programme we look at your commerciality, how you drive the venue forward successfully, getting the best out of your people and becoming an incredible leader.





Inductions

We have induction plans for everyone that joins Incipio from Team member to GM and HQ.

For our management positions during your induction you will have a day in HQ to meet all the departments, understand how they can support you everyday in your venue and have the chance to ask any questions you may have.

We encourage many questions and hope our new managers leave the day full of knowledge and inspiration to take back to their venues.

Team Training

The People Team at Incipio are here to support at every level and love coming to your venue to support your management team deliver team training.

Discuss with Jenni what support you need and the subject of training can be designed to the needs of your venue, including but not limited to:

- Team engagement
-
- Guest journey
-
- Service, standards & hospitality
-
- Driving sales



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