

TRAINING &
DEVELOPMENT
HANDBOOK

BIGGER, BOLDER HOSPITALITY

INCIPIO-GROUP.CO.UK

INCIPIO



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 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 your career forward we have a clear Career Pathway for front of house and kitchen to support you and make this happen.

If you are interested in booking onto any of these courses please visit the CPL Training and Development Calendar.

CAREER PATHWAY

TEAM MEMBER	TEAM LEADER	SUPERVISOR	ASSISTANT GENERAL MANAGER	DEPUTY GENERAL MANAGER	GENERAL MANAGER
eLearning Courses In-house Training Bar School	eLearning Courses In-house Training Guru Programmes Central Courses	eLearning Courses In-house Training Guru Programmes Central Courses Conflict Management Fire Marshal First Aid Development Reviews Personal Licence Coepto	eLearning Courses In-house Training Guru Programmes Central Courses Conflict Management Fire Marshal First Aid Development Reviews Personal Licence WSET Level 2 Pergo	eLearning Courses In-house Training Central Courses Conflict Management Fire Marshal First Aid Development Reviews Personal Licence WSET Level 2 Vinco	eLearning Courses Conflict Management Fire Marshal First Aid Personal Licence WSET Level 2 Personal Development

CHEF CAREER PATHWAY

KITCHEN PORTER	COMMIS CHEF	CHEF DE PARTIE	JUNIOR SOUS CHEF	SOUS CHEF	HEAD CHEF
eLearning Courses In-house Training Chef School	eLearning Courses In-house Training Apprenticeship L2 Chef School	eLearning Courses In-house Training Central Courses Chef School	eLearning Courses In-house Training Central Courses Conflict Management First Aid Fire Marshal	eLearning Courses In-house Training Central Courses Conflict Management First Aid Fire Marshal Development Reviews	eLearning Courses Central Courses Conflict Management First Aid Fire Marshal Personal Licence Vinco



BAR SCHOOL

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 mantra and set you up for success in your venue!

BAR SCHOOL 2: ELEVATING PRODUCT KNOWLEDGE

This half-day session builds upon the foundation learned in Bar School by exploring Spirits, Wines and Beers in more detail. We will learn about all of our incredible products, including how to drive sales and gain confidence in making premium recommendations. This course is essential for demystifying the back-bar and elevating every Team Member's drinks knowledge.

BOTH COURSES ARE OPEN TO TEAM MEMBERS AND ABOVE.



Chef School is for all our budding chefs where we bring Incipio culture together with practical skills.

It is important that we work safely and effectively when in our kitchens and learn the best ways to do so. We do this by understanding best practice, kitchen safety & learn how to make popular dishes on our menus. We work towards delivering a lunch service with the support of our Head Chefs & enjoy the pace of a successful service.

THIS IS OPEN TO ALL OUR FRONT OF HOUSE AND KITCHEN TEAMS.

WINE & SPIRIT EDUCATION TRUST

At Incipio we offer WSET Level 2 in both wine and spirit. With a combination of tasting and theory, the WSET is perfect if you have a passion for wine and spirits. These are recognised qualifications that you can take with you moving forward.

SPACES ON THESE COURSES ARE ALLOCATED SO PLEASE LET YOUR GENERAL MANAGER OR THE L&D TEAM KNOW IF YOU ARE INTERESTED.

TRAINING 101

A core skill of any great leader is being able to train and inspire their team. On this course we will explore different ways to engage and upskill your teams to deliver the highest standard of service and hospitality for our guests.

You will leave with the tools to be able to train your team in anything from iPad service to cocktail making, and look at incentives that will get you there.

THIS COURSE IS OPEN TO EVERYONE ON OUR CAREER PATHWAY.

GURU PROGRAMMES

SPIRIT  **GURU**

Our Guru Programmes start the journey for our Team Leaders, Supervisors and Assistant Managers to develop their product knowledge and put their passion into practice.

WINE  **GURU**

Over 4 sessions, we will introduce you to your chosen category, building your sales driving abilities and enabling you to return to venues and upskill your entire team.



CONFLICT, FIRE & FIRST AID

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

THESE COURSES ARE OPEN TO ALL SUPERVISORS AND ABOVE, FRONT OF HOUSE, SOUS CHEF AND HEAD CHEF.

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 proactively 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.

THESE COURSES ARE OPEN TO ALL SUPERVISORS AND ABOVE, FRONT OF HOUSE, SOUS CHEF AND HEAD CHEF.

RECRUITMENT WORKSHOP

This workshop looks at 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 great recruitment looks like; 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.

THIS COURSE IS OPEN TO SUPERVISORS AND ABOVE FRONT OF HOUSE AND SOUS & HEAD CHEFS IN OUR KITCHENS.

UNDERSTANDING INCIPIO: PAST, PRESENT & FUTURE

This day is for you to understand the journey of Incipio, meet our HQ team, ask as many questions as possible and gain understanding of how HQ can support you in your role at your venue.

We will spend time with Head of Departments, Directors, and our CEO to make sure you have everything you need to succeed.

There are no silly questions, get to know what we do and how we do it!

THIS COURSE IS OPEN TO ALL NEW MANAGERS & HEAD CHEFS.



FOOD STOCK: IMPACT & CULTURE

On this day we look at creating a positive stock culture in your kitchen. We dive into GPs and ways of working that positively affect stock alongside minimising bad stock habits.

THIS COURSE IS OPEN TO OUR SOUS CHEFS & HEAD CHEFS.



CHEF LEADERSHIP

Leadership in the kitchen is all about communication, action & insight. On this course we will look at communication styles and understanding your impact within the front of house and kitchen teams. We understand how to motivate the team and how to drive high standards within service.

THIS COURSE IS OPEN TO OUR SOUS CHEFS & HEAD CHEFS.

SAFETY IN THE KITCHEN: ELEVATING OUR STANDARDS

Here we understand the best practices when it comes to labelling, storage, cleanliness & compliance. We recognise the importance of a safe working environment for both our team & our guests.

THIS COURSE IS OPEN TO ALL SOUS & HEAD CHEFS.



COMPLAINT HANDLING & WINNING THE CROWD

In this half-day session, we will learn about how to deal with guest complaints on shift, step by step. We will focus on the way that, above all else, hospitality can turn around any negative experience. We will also cover communication with our guests and team, and identifying potential complaints before they can arise.

THIS SESSION IS OPEN TO TEAM LEADERS AND ABOVE.

HOST TRAINING

Leaving an incredible first and last impression with our guests is key to being a great host. During this half day course we look at the importance of delivering outstanding hospitality, the need for clear organisation and effective communication with your team.

THIS COURSE IS OPEN TO ALL FRONT OF HOUSE TEAM.



HOSTING & RESERVATION SYSTEMS: CREATING FIRST IMPRESSIONS

In this half-day session, we will explore our booking systems and learn how to delve into the detail of our reservations including run sheets, pre-orders and guestlists. This course will be supported by the Sales & Reservations Team.

THIS COURSE IS OPEN TO TEAM LEADERS AND ABOVE.

UNDERSTANDING COMPLIANCE & CREATING A SAFE WORKING ENVIRONMENT

By protecting your team, you protect your guests and ensure that your venue is efficient and productive. On this course we get to grips with the world of compliance and understand how we create a safe working environment, from EHO expectations to risk assessments, licensing and the law. This is your opportunity to ask questions in a safe space and leave with confidence.

THIS COURSE IS OPEN TO ASSISTANT MANAGERS, SOUS CHEFS AND ABOVE.



ROTA MANAGEMENT: THE BIGGEST COST TO THE BUSINESS

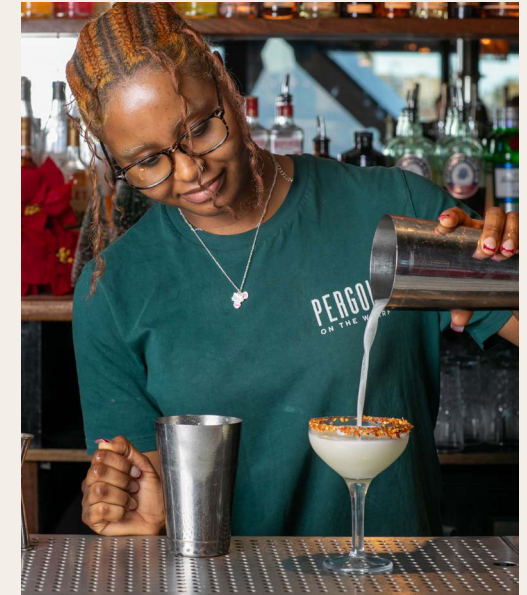
Taking on rota management in your venue is a huge task and on this half-day course we start from the very beginning with base rotas and best practice. You gain an understanding of Incipio's expectations with rota management, our clear deadlines, what to consider when building the rota, and how to work to a budget.

THIS COURSE IS OPEN TO ASSISTANT MANAGERS, SOUS CHEFS AND ABOVE.

WAVE TRAINING

It is vital that all our team know how to look after the safety of our guests and know what to do if a guest needs our help. On this half day course, you learn how to spot vulnerability, and identify interventions that help in preventing and reducing harm to vulnerable people in our venue.

THIS COURSE IS OPEN TO TEAM MEMBERS, KPS AND ABOVE.



UNDERSTANDING HR: LOOKING AFTER YOUR PEOPLE

When dealing with any challenge it is important to put first things first, as things go wrong when we don't use our insight and put our head in the sand.

This course is all about understanding the tools you have available to support you with HR challenges, the processes we follow, the policies to support you, and knowing what we have in place to guide you along the way.

THIS COURSE IS OPEN TO SUPERVISORS, SOUS CHEFS AND ABOVE.

INDUCTIONS & PROBATIONS: SETTING OUT CLEAR EXPECTATIONS

We don't have any of our team join Incipio without a clear and structured induction plan. On this half-day course we focus on delivering an effective induction, key points to be covered and the importance of reviewing and following up. Along with inductions we gain understanding into the probation process and how to set out clear expectations from the beginning.

THIS COURSE IS OPEN TO TEAM LEADERS, SOUS CHEFS AND ABOVE.



GENERAL MANAGER TRAINING

In Incipio, we never stop training and developing our people. Our General Managers understand the importance of this for their team and for themselves.

The courses are designed to inspire and engage our leaders with sessions on leadership, commerciality and much more depending on the needs of the business.

THESE COURSES ARE OPEN TO ALL GENERAL MANAGERS IN ALL OUR VENUES.

COEPTO

TO UNDERTAKE, BEGIN EAGERLY, AND MAKE A START!

Coepto is a development programme for our top Supervisors looking to progress through the Career Pathway.

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

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 your 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 and Head Chefs 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.

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 the L&D team 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

ALL COURSES IN THIS TRAINING AND DEVELOPMENT BOOKLET ARE LIVE ON THE CPL CALENDAR TO BOOK YOURSELF ON!



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