



---

# CONTENT LIBRARY GUIDE

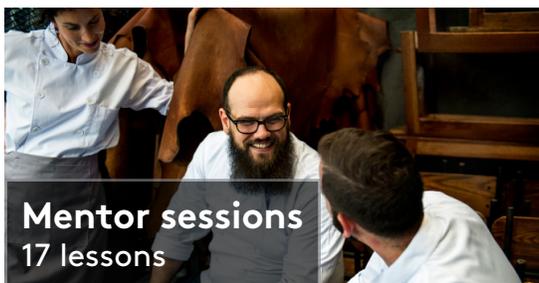
---

typsy takes you places.

# Training solutions for every hospitality role

---

## Typsy Course Categories



# Management courses

It takes a strong combination of leadership, operational savvy and business acumen to be the owner or manager of a hospitality venue.

Find a course to match your needs under Discover and clicking on [Courses](#).

 <p><b>Introduction to hospitality management</b></p> <p>🕒 30 mins 📅 10 Lessons</p>	<p><b>Introduction to hospitality management</b></p> <p>Led by <a href="#">Mike Ganino</a>, restaurant consultant, trainer and keynote speaker.</p> <ol style="list-style-type: none"> <li>1. Preparing for your first shift as a manager (3:24 mins)</li> <li>2. How managers should prioritize tasks (2:20 mins)</li> <li>3. How managers can delegate tasks (3:17 mins)</li> <li>4. How to be a confident manager (2:33 mins)</li> <li>5. How to roster staff effectively (3:23 mins)</li> <li>6. How managers can multitask and save time (3:08 mins)</li> <li>7. Ensuring your team provides consistent service (3:37 mins)</li> <li>8. Dealing with a hostile guest (3:25 mins)</li> <li>9. How to deal with an intoxicated guest (2:39 mins)</li> <li>10. How to respond to customer feedback (2:49 mins)</li> </ol>
 <p><b>Effective communication with staff</b></p> <p>🕒 21 mins 📅 7 Lessons</p>	<p><b>Effective communication with staff</b></p> <p>Led by <a href="#">Mike Ganino</a>, restaurant consultant, trainer and keynote speaker.</p> <ol style="list-style-type: none"> <li>1. How to quickly build rapport with new staff (3:13 mins)</li> <li>2. How to run effective team meetings (3:09 mins)</li> <li>3. How to conduct effective performance reviews (2:44 mins)</li> <li>4. How to keep staff accountable (2:55 mins)</li> <li>5. Having difficult conversations with your staff (3:47 mins)</li> <li>6. How to manage conflict between staff (2:28 mins)</li> <li>7. How to build a harassment-free workplace (3:10 mins)</li> </ol>
 <p><b>Training fundamentals</b></p> <p>🕒 46 mins 📅 13 Lessons</p>	<p><b>Training fundamentals</b></p> <p>Led by our <a href="#">Nicolas Simon</a>, co-founder and CEO of Wilcuma.</p> <ol style="list-style-type: none"> <li>1. Welcome - Training fundamentals (0:32 mins)</li> <li>2. The importance of training staff effectively (3:20 mins)</li> <li>3. Types of training (5:02 mins)</li> <li>4. Learning styles (3:35 mins)</li> <li>5. Planning training (3:33 mins)</li> <li>6. Writing training content (4:02 mins)</li> <li>7. Being an engaging trainer (5:18 mins)</li> <li>8. Leading group training (4:44 mins)</li> <li>9. Creating a staff induction (5:27 mins)</li> <li>10. Creating training resources (2:30 mins)</li> <li>11. Creating great video training (4:52 mins)</li> <li>12. Checking training effectiveness (2:59 mins)</li> <li>13. Conclusion - Training fundamentals (0:42 mins)</li> </ol>

# Management courses

---

<p><b>COURSE</b></p>  <p><b>Rostering management</b></p> <p>🕒 41 mins 📅 11 Lessons</p>	<p><b><u>Rostering management</u></b></p> <p>Led by <a href="#">Lisa Spiden</a>, founder and Managing Director of Roster Right.</p> <ol style="list-style-type: none"><li>1. Welcome - Rostering management (1:30 mins)</li><li>2. The importance of rosters for a business (3:14 mins)</li><li>3. Principle of a good roster (3:50 mins)</li><li>4. Common rosters mistakes (5:03 mins)</li><li>5. Rostering compliance (4:19 mins)</li><li>6. Coverage and why it's important (5:32 mins)</li><li>7. Business rules for rosters (2:52 mins)</li><li>8. Base rosters (4:31 mins)</li><li>9. Managing roster costing (5:04 mins)</li><li>10. Tools available to help with rosters (4:49 mins)</li><li>11. Conclusion - Rostering management (0:42 mins)</li></ol>
---	---

# Compliance courses

Completing tasks following the rules and regulations doesn't only provide essential workplace safety to one staff member, but to all.

Find a course to match your needs under Discover and clicking on [Courses](#).

 <p><b>WHS - Manual handling</b></p> <p>🕒 17 mins</p> <p>📅 8 Lessons</p>	<p><b>WHS - Manual handling</b></p> <p>Led by <a href="#">Luke Croston</a>, Chef and Creator of Custom Food Solutions.</p> <ol style="list-style-type: none"> <li>Welcome - WHS Manual handling (1:09 mins)</li> <li>Introduction to manual handling (1:38 mins)</li> <li>Common manual handling hazards and consequences (2:23 mins)</li> <li>Identify and assess manual handling hazards (2:34 mins)</li> <li>Reduce or eliminate manual handling hazards (3:31 mins)</li> <li>Correct lifting and carrying techniques (3:07 mins)</li> <li>Reporting manual handling incidents (2:15 mins)</li> <li>Conclusion - WHS Manual handling (0:47 mins)</li> </ol>
 <p><b>WHS - Slips, trips &amp; falls</b></p> <p>🕒 14 mins</p> <p>📅 7 Lessons</p>	<p><b>WHS - Slips, trips, and falls</b></p> <p>Led by <a href="#">Luke Croston</a>, Chef and Creator of Custom Food Solutions.</p> <ol style="list-style-type: none"> <li>Welcome - WHS Slips, trips, and falls (0:37 mins)</li> <li>Introduction to slips, trips, and falls (2:39 mins)</li> <li>Identify and prevent common slip hazards (2:49 mins)</li> <li>Identify and assess common trip hazards (2:41 mins)</li> <li>Identify and assess common fall hazards (1:46 mins)</li> <li>Reporting slips, trips, and falls (2:17 mins)</li> <li>Conclusion - WHS Slips, trips, and falls (0:54 mins)</li> </ol>
 <p><b>Workplace bullying and harassment</b></p> <p>🕒 36 mins</p> <p>📅 12 Lessons</p>	<p><b>Workplace bullying and harassment</b></p> <p>Led by <a href="#">Juliette Gust</a>, restaurant consultant, trainer and keynote speaker.</p> <ol style="list-style-type: none"> <li>Welcome - Workplace bullying and harassment (1:16 mins)</li> <li>Introduction to bullying and harassment (2:40 mins)</li> <li>Rights and responsibilities of employees and managers in workplace conduct (4:10 mins)</li> <li>What is (and what isn't) considered workplace bullying (3:53 mins)</li> <li>What is workplace harassment (2:59 mins)</li> <li>Understanding sexual harassment in hospitality (3:52 mins)</li> <li>Where and when workplace bullying and harassment can occur (2:51 mins)</li> <li>The impacts of bullying and harassment (5:54 mins)</li> <li>What to do if you're the victim of bullying or harassment (3:26 mins)</li> <li>Understanding victimization and gossip (2:47 mins)</li> <li>Potential consequences of engaging in unacceptable workplace conduct (1:51 mins)</li> <li>Conclusion - workplace bullying and harassment (1:17 mins)</li> </ol>

# Compliance courses

 <p><b>Food allergies</b></p> <p>🕒 36 mins</p> <p>📅 10 Lessons</p>	<p><b>Food allergies</b></p> <p>Led by <a href="#">Shandee Chernow</a>, founder and president of CertiStar.</p> <ol style="list-style-type: none"> <li>Welcome - Food allergies (0:50 mins)</li> <li>Food allergy facts (4:29 mins)</li> <li>Allergic reactions and anaphylaxis - signs and symptoms (3:42 mins)</li> <li>How ingredients can contaminate a dish (4:45 mins)</li> <li>Serving guests with food allergies (6:28 mins)</li> <li>Determining the best food options for guests with allergies (5:53 mins)</li> <li>Preventing allergen contamination - BOH (2:41 mins)</li> <li>Preventing allergen contamination - FOH (2:34 mins)</li> <li>What to do if someone has an allergic or anaphylactic reaction (3:40 mins)</li> <li>Conclusion - Food allergies (1:16 mins)</li> </ol>
 <p><b>WHS - Personal protective equipment</b></p> <p>🕒 12 mins</p> <p>📅 7 Lessons</p>	<p><b>WHS - Personal protective equipment</b></p> <p>Led by <a href="#">Luke Croston</a>, Chef and Creator of Custom Food Solutions.</p> <ol style="list-style-type: none"> <li>Welcome - Personal protective equipment (0:33 mins)</li> <li>What is personal protective equipment (PPE) (1:28 mins)</li> <li>When to use personal protective equipment (4:18 mins)</li> <li>Using personal protective equipment correctly (1:59 mins)</li> <li>Responsibilities - personal protective equipment (1:16 mins)</li> <li>Looking after your personal protective equipment (1:58 mins)</li> <li>Conclusion - WHS - Personal protective equipment (0:55 mins)</li> </ol>
 <p><b>Alcohol awareness</b></p> <p>🕒 0h 45m 12s</p> <p>📅 13 Lessons</p>	<p><b>Alcohol awareness</b></p> <p>Led by <a href="#">Fred Siggins</a>, drinks expert, writer, educator and bartender.</p> <ol style="list-style-type: none"> <li>Welcome - Alcohol awareness (1:23 mins)</li> <li>The importance of responsible alcohol service (3:13 mins)</li> <li>Alcohol and the law (4:17 mins)</li> <li>Consequences of unsafe alcohol service and sales (1:59 mins)</li> <li>What's in a drink? (4:01 mins)</li> <li>What happens when you drink alcohol (4:00 mins)</li> <li>Techniques for sobering up (3:10 mins)</li> <li>Detecting underage guests (2:51 mins)</li> <li>Checking a guest's identification (3:58 mins)</li> <li>Recognizing the signs of intoxication (5:44 mins)</li> <li>Being a responsible server of alcohol (4:29 mins)</li> <li>Refusing or discontinuing an alcohol sale or service (4:42 mins)</li> <li>Conclusion - Alcohol awareness (1:09 mins)</li> </ol>

# Business courses

Creating a successful business isn't easy. Help your business staff turn your business into a success with these tips on improving overall business operation and profitability.

Find a course to match your needs under Discover and clicking on [Courses](#).

<p><b>COURSE</b></p>  <p><b>Social media for hospitality businesses</b></p> <p>🕒 31 mins 📅 9 Lessons</p>	<p><b><u>Social media for hospitality businesses</u></b></p> <p>Led by <a href="#">Sam Mutimer</a>, founder and Director of Social Media at Thinktank Social.</p> <ol style="list-style-type: none"><li>1. Setting your social media goals (3:08 mins)</li><li>2. How to find your social media audience (3:20 mins)</li><li>3. Defining your social media personality (2:05 mins)</li><li>4. Encouraging user-generated content on social media (6:14 mins)</li><li>5. How to get more social media followers (3:01 mins)</li><li>6. Using cross-promotions on social media (1:50 mins)</li><li>7. How to use social media hashtags (3:59 mins)</li><li>8. Dealing with complaints on social media (4:17 mins)</li><li>9. 6 helpful social media tools (3:38 mins)</li></ol>
<p><b>COURSE</b></p>  <p><b>Instagram for hospitality businesses</b></p> <p>🕒 38 mins 📅 8 Lessons</p>	<p><b><u>Instagram for hospitality businesses</u></b></p> <p>Led by <a href="#">Sam Mutimer</a>, founder and Director of Social Media at Thinktank Social.</p> <ol style="list-style-type: none"><li>1. How to set up an Instagram account (2:10 mins)</li><li>2. Developing an Instagram content strategy (3:43 mins)</li><li>3. How to post consistently on Instagram (4:26 mins)</li><li>4. Encouraging user-generated content on Instagram (6:12 mins)</li><li>5. How to get more Instagram followers (6:15 mins)</li><li>6. How to get more like and comments on Instagram (5:04 mins)</li><li>7. Running a successful Instagram contest (6:25 mins)</li><li>8. 8 helpful Instagram tools (4:14 mins)</li></ol>
<p><b>COURSE</b></p>  <p><b>Writing 101 for hospitality businesses</b></p> <p>🕒 29 mins 📅 9 Lessons</p>	<p><b><u>Writing 101 for hospitality businesses</u></b></p> <p>Led by <a href="#">Helen Steemson</a>, Creative Director at Words for Breakfast.</p> <ol style="list-style-type: none"><li>1. Defining your audience for copywriting (5:13 mins)</li><li>2. How to plan your writing (5:07 mins)</li><li>3. How to make your writing more concise (1:45 mins)</li><li>4. How to make your writing easier to read (2:03 mins)</li><li>5. Writing in the active vs passive voice (3:51 mins)</li><li>6. How to write short and punchy sentences (1:43 mins)</li><li>7. How to write to sell (2:21 mins)</li><li>8. How to use headlines in your writing (2:40 mins)</li><li>9. How to write effective marketing emails (4:33 mins)</li></ol>

# Business courses

<p><b>COURSE</b></p>  <p><b>Improving hospitality business operations</b></p> <p>🕒 41 mins 📅 9 Lessons</p>	<p><b><u>Improving hospitality business operations</u></b></p> <p>Led by <a href="#">Eden Sunshine</a>, creator of The Level 7 System.</p> <ol style="list-style-type: none"><li>1. Why you should systemize your business (3:59 mins)</li><li>2. What a system-driven business looks like (4:41 mins)</li><li>2. How to create your systems list (3:18 mins)</li><li>3. How to create your systems template (5:35 mins)</li><li>4. How to document your business</li><li>5. Getting your team involved in systems (5:21 mins)</li><li>6. Making your team accountable to systems (6:26 mins)</li><li>7. How to improve your business systems (5:15 mins)</li><li>8. How to manage your business systems (6:37 mins)</li></ol>
<p><b>COURSE</b></p>  <p><b>Better food cost management</b></p> <p>🕒 54 mins 📅 10 Lessons</p>	<p><b><u>Better food cost management</u></b></p> <p>Led by <a href="#">Ryan Gromfin</a>, the founder of The Restaurant Boss.</p> <ol style="list-style-type: none"><li>1. Calculating your cost of goods sold (6:39 mins)</li><li>2. Calculating your prime cost (5:24 mins)</li><li>3. Determining the cost of batch recipe (6:03 mins)</li><li>4. Calculating actual vs ideal food costs (4:03 mins)</li><li>5. How to better manage your inventory (4:43 mins)</li><li>6. Encouraging staff to use standard portions (5:05 mins)</li><li>7. How to reduce food waste (5:50 mins)</li><li>8. Negotiating with vendors on food cost (6:06 mins)</li><li>9. How to use a food order guide (3:09 mins)</li><li>10. How to use reduce theft in the kitchen (7:34 mins)</li></ol>
<p><b>COURSE</b></p>  <p><b>The art of menu engineering</b></p> <p>🕒 38 mins 📅 8 Lessons</p>	<p><b><u>The art of menu engineering</u></b></p> <p>Led by <a href="#">Ryan Gromfin</a>, the founder of The Restaurant Boss.</p> <ol style="list-style-type: none"><li>1. 4 useful tools for DIY menu design (4:42 mins)</li><li>2. How to write menu descriptions (5:50 mins)</li><li>3. How to price items on your menu (4:00 mins)</li><li>4. Identifying your most valuable menu items (6:29 mins)</li><li>5. How to decide if you should change menu prices (2:47 mins)</li><li>6. 5 ways to hide the money on your menu (4:45 mins)</li><li>7. How to sell expensive menu items (3:24 mins)</li><li>8. How to increase prices and keep customers (6:07 mins)</li></ol>

# Business courses

 <p><b>COURSE</b></p> <p><b>Profit and loss essentials</b></p> <p>🕒 59 mins</p> <p>📅 12 Lessons</p>	<p><b>Profit and loss essentials</b></p> <p>Led by our <a href="#">Nicolas Simon</a>, co-founder and CEO of Wilcuma.</p> <ol style="list-style-type: none"> <li>Welcome - Profit and loss essentials (1:15mins)</li> <li>Introduction to profit and loss (5:30 mins)</li> <li>Revenue categories for profit and loss (5:27 mins)</li> <li>Analyzing revenue for profit and loss (6:18 mins)</li> <li>Food cost for profit and loss (6:22 mins)</li> <li>Beverage cost for profit and loss (6:01 mins)</li> <li>Payroll categories for profit and loss (5:25 mins)</li> <li>Payroll tools for profit and loss (5:16 mins)</li> <li>Operational expense categories for profit and loss (6:43 mins)</li> <li>Operational expense budgets for profit and loss (4:34 mins)</li> <li>Owning your venue's profit and loss (5:34 mins)</li> <li>Conclusion - Profit and loss essentials (1:10 mins)</li> </ol>
	<p><b>Bonus lessons</b></p> <p>Led by our <a href="#">world-class experts</a>.</p> <ul style="list-style-type: none"> <li>- How to respond to positive online reviews (6:06 mins)</li> <li>- How to respond to negative online reviews (7:17 mins)</li> <li>- How to remove fake online reviews (7:51 mins)</li> <li>- How to get more positive online reviews (6:59 mins)</li> <li>- How to create a marketing committee (4:48 mins)</li> <li>- How to create a marketing plan (3:02 mins)</li> <li>- Low cost ways to promote your business (3:32 mins)</li> <li>- Tips to build your email list (1:24 mins)</li> <li>- Basic food photography tips (3:41 mins)</li> <li>- The best camera for food photography (1:50 mins)</li> <li>- Camera angles in food photography (2:23 mins)</li> <li>- How to light food photography (6:15 mins)</li> <li>- Editing and publishing food photography (4:43 mins)</li> </ul>

## Service courses

Service staff are the face of your business, which is why you want them to be immaculately presented across all fronts. Help them develop their service skills, communication and menu knowledge with these essential courses.

Find a course to match your needs under Discover and clicking on [Courses](#).

<p><b>COURSE</b></p>  <p><b>Front of house essentials</b></p> <p>🕒 30 mins 📅 15 Lessons</p>	<p><b>Front of house essentials</b></p> <p>Led by <a href="#">Brooke Adey</a>, winner of Young Waiter of the Year 2015.</p> <ol style="list-style-type: none"><li>1. How to set tables (1:23 mins)</li><li>2. How to greet and seat guests (1:57 mins)</li><li>3. How to approach a table mid-conversation (1:23 mins)</li><li>4. How to make menu recommendations (1:34 mins)</li><li>5. How to sell the specials (2:51 mins)</li><li>6. How to take an order by hand (1:49 mins)</li><li>7. How to handle a wrong food order (2:02 mins)</li><li>8. How to answer tough customer questions (2:09 mins)</li><li>9. Running food and drinks from the kitchen (1:52 mins)</li><li>10. When (and when not) to approach tables (2:46 mins)</li><li>11. Dealing with rush hour (1:28 mins)</li><li>12. What to do when a dish is sent back (1:39 mins)</li><li>13. How to clear finished plates (2:09 mins)</li><li>14. How to respond to a guest complaint (2:02 mins)</li><li>15. Taking payment and farewelling guests (3:01 mins)</li></ol>
<p><b>COURSE</b></p>  <p><b>Body language basics</b></p> <p>🕒 33 mins 📅 6 Lessons</p>	<p><b>Body language basics</b></p> <p>Led by <a href="#">Mark Bowden</a>, voted #1 in the Global Gurus Top 30 Body Language Professionals.</p> <ol style="list-style-type: none"><li>1. What your body language says about you (8:40 mins)</li><li>2. How to project confidence and charisma (4:00 mins)</li><li>3. What your handshake says about you (5:48 mins)</li><li>4. How to build trust over the phone (4:41 mins)</li><li>5. How body language differs across cultures (5:58 mins)</li><li>6. How to read body language during an interview (4:35 mins)</li></ol>
<p><b>COURSE</b></p>  <p><b>Time management for servers</b></p> <p>🕒 32 mins 📅 7 Lessons</p>	<p><b>Time management for servers</b></p> <p>Led by <a href="#">David Hayden</a>, the President of Hospitality Formula Consulting.</p> <ol style="list-style-type: none"><li>1. How servers can prepare for a shift (4:20 mins)</li><li>2. How servers can set priorities (5:28 mins)</li><li>3. The 4 key times of the dining experience (7:52 mins)</li><li>4. How to properly pace courses as a server (4:38 mins)</li><li>5. What to do when you are double or triple sat (4:10 mins)</li><li>6. How to look like a pro server (4:48 mins)</li><li>7. How to present the bill (1:16 mins)</li></ol>

# Service courses

 <p><b>Table service fundamentals</b></p> <p>🕒 49 mins</p> <p>📅 14 Lessons</p>	<p><b><u>Table service fundamentals</u></b></p> <p>Led by <a href="#">Kate Edwards</a>, Hospitality Consultant and owner of <a href="#">Kate Edwards &amp; Company</a>.</p> <ol style="list-style-type: none"><li>1. A guide to restaurant terminology (8:34 mins)</li><li>2. How to interact with restaurant guests (5:20mins)</li><li>3. How to serve food correctly (2:44 mins)</li><li>4. Serving ladies first (or not) (1:51 mins)</li><li>5. Table service etiquette (2:02 mins)</li><li>6. Properly handling restaurant tableware (4:31 mins)</li><li>7. Tips for properly handling glassware (5:31 mins)</li><li>8. How to serve water to guests (2:03 mins)</li><li>9. Serving cocktails, beer and champagne (3:21 mins)</li><li>10. Tips for pouring drinks consistently (4:07 mins)</li><li>11. How to hold a tray (1:10 mins)</li><li>12. How to carry multiple plates (1:16 mins)</li><li>13. How to clear glassware from a table (1:31 mins)</li><li>14. How to clear a table (5:02 mins)</li></ol>
 <p><b>Delivering passionate service</b></p> <p>🕒 45 mins</p> <p>📅 11 Lessons</p>	<p><b><u>Delivering passionate service</u></b></p> <p>Led by <a href="#">Jason James</a>, General Manager at <a href="#">Odd Duck</a>.</p> <ol style="list-style-type: none"><li>1. Understanding how to be a good server (2:24 mins)</li><li>2. Discovering what service means to you (4:53 mins)</li><li>3. Staying humble in a service role (2:50 mins)</li><li>4. Providing service with integrity (4:32 mins)</li><li>5. Pushing yourself as a server (4:35 mins)</li><li>6. Communicating properly with guests (1:59 mins)</li><li>7. Offering service with a smile (1:23 mins)</li><li>8. Staying ahead as a restaurant server (4:17 mins)</li><li>9. Improving your knowledge as a server (7:10 mins)</li><li>10. Using teamwork in the restaurant (6:03 mins)</li><li>11. Taking pride in yourself as a server (4:54 mins)</li></ol>
 <p><b>Exercise tips for hospitality workers</b></p> <p>🕒 50 mins</p> <p>📅 11 Lessons</p>	<p><b><u>Exercise tips for hospitality workers</u></b></p> <p>Led by <a href="#">Leandra Rouse</a>, culinary nutritionist and founder of <a href="#">Le'ola Wellness</a>.</p> <ol style="list-style-type: none"><li>1. The best back exercises for servers (7:57 mins)</li><li>2. The best shoulder exercises for servers (4:20 mins)</li><li>3. How to strengthen your wrists as a server (2:28 mins)</li><li>4. Pre-shift stretching exercises (8:45 mins)</li><li>5. How to maintain good posture as a server (2:09 mins)</li><li>6. How to lift something heavy (like a key) (2:00 mins)</li><li>7. How to properly hold a tray (1:29 mins)</li><li>8. How to properly shake a cocktail (1:29 mins)</li><li>9. What to eat during a shift as a server (5:36 mins)</li><li>10. Post-shift stretching exercises (10:44 mins)</li><li>11. How to wind down after a shift as a server (3:16 mins)</li></ol>

# Service courses

 <p><b>Teaching sales skills to servers</b></p> <p>🕒 41 mins 📅 8 Lessons</p>	<p><b>Teaching sales skills to servers</b></p> <p>Led by <a href="#">David Hayden</a>, the President of Hospitality Formula Consulting.</p> <ol style="list-style-type: none"> <li>How to motivate young servers (5:36 mins)</li> <li>How to lead a team of millennials (5:57 mins)</li> <li>How to introduce servers to selling (4:12 mins)</li> <li>Words servers should use and avoid (5:18 mins)</li> <li>How servers can sell using descriptions (4:30 mins)</li> <li>How to sell drinks, starters and desserts (5:53 mins)</li> <li>Teaching servers to close a sale (6:37 mins)</li> <li>How to make your guests feel special (3:45 mins)</li> </ol>
 <p><b>Hosting</b></p> <p>🕒 50 mins 📅 9 Lessons</p>	<p><b>Hosting</b></p> <p>Led by <a href="#">Kate Edwards</a>, Hospitality Consultant and owner of Kate Edwards &amp; Company.</p> <ol style="list-style-type: none"> <li>The importance of the host in hospitality (4:31 mins)</li> <li>The importance of 'hello' and 'goodbye' (6:36 mins)</li> <li>How to communicate with guests in person (7:06 mins)</li> <li>How to communicate with guests on the phone (5:03 mins)</li> <li>How to receive guests in a restaurant (6:30 mins)</li> <li>Managing guest expectations when there is a wait (7:44 mins)</li> <li>How to seat a room (4:22 mins)</li> <li>How to seat guests in a restaurant (4:39 mins)</li> <li>How to communicate with your team as a host (3:56 mins)</li> </ol>
	<p><b>Bonus lessons</b></p> <p>Led by our <a href="#">world-class experts</a>.</p> <ul style="list-style-type: none"> <li>- How to overcome shyness (3:22 mins)</li> <li>- How to cater to families with children (4:39 mins)</li> <li>- How to keep coffee hot for longer (0:41 mins)</li> <li>- How to prevent steaks being sent back (1:48 mins)</li> <li>- How to think about dietary restrictions (6:04 mins)</li> <li>- Common food allergies and restrictions (6:33 mins)</li> <li>- How to ask about dietary restrictions (3:39 mins)</li> <li>- Explaining dietary needs to kitchen staff (2:43 mins)</li> <li>- How to master the first impression (3:34 mins)</li> <li>- How to build trust with customers (2:15 mins)</li> <li>- How to personalize the customer experience (3:38 mins)</li> <li>- Identifying and satisfying unhappy customers (4:12 mins)</li> </ul>

# Culinary courses

Culinary staff are the lifeblood of any hospitality business. Help them nail their kitchen skills and turn your kitchen into a well-oiled machine with these must-watch courses.

Find a course to match your needs under Discover and clicking on [Courses](#).

 <p><b>COURSE</b></p> <p><b>Kitchen leadership for executive chefs</b></p> <p>🕒 31 mins 📅 10 Lessons</p>	<p><b><u>Kitchen leadership for executive chefs</u></b></p> <p>Led by <a href="#">Glenn Flood</a>, culinary leadership expert.</p> <ol style="list-style-type: none"> <li>1. The role of an executive chef (2:52 mins)</li> <li>2. What does an executive chef do? (3:45 mins)</li> <li>3. Effective leadership for chefs (2:38 mins)</li> <li>4. How to be a great communicator as a chef (2:34 mins)</li> <li>5. Strategic planning for chefs (2:39 mins)</li> <li>6. How to get your kitchen staff working as a team (3:22 mins)</li> <li>7. Coaching and mentoring your kitchen staff (2:21 mins)</li> <li>8. Kitchen management – getting your systems right (3:18 mins)</li> <li>9. How to plan a menu (4:02 mins)</li> <li>10. Importance of customer service for chefs (3:56 mins)</li> </ol>
 <p><b>COURSE</b></p> <p><b>Mise en place</b></p> <p>🕒 20 mins 📅 6 Lessons</p>	<p><b><u>Mise en place</u></b></p> <p>Led by <a href="#">Alastair McLeod</a>, owner of Al'FreshCo.</p> <ol style="list-style-type: none"> <li>1. What is mise en place and why is it important? (3:21 mins)</li> <li>2. How to write a mise en place plan (3:10 mins)</li> <li>3. How to keep your workstation tidy during mise en place (2:48 mins)</li> <li>4. How to work effectively during mise en place (4:14 mins)</li> <li>5. How to communicate with your team during mise en place (3:05 mins)</li> <li>6. How to organize your station ready for service (3:25 mins)</li> </ol>
 <p><b>COURSE</b></p> <p><b>Food safety and hygiene</b></p> <p>🕒 26 mins 📅 10 Lessons</p>	<p><b><u>Food safety and hygiene</u></b></p> <p>Led by <a href="#">Alastair McLeod</a>, owner of Al'FreshCo.</p> <ol style="list-style-type: none"> <li>1. Hand washing for food safety (2:56 mins)</li> <li>2. Personal hygiene in the kitchen (2:42 mins)</li> <li>3. Why you can't work with food while sick (2:57 mins)</li> <li>4. Cleanliness and sanitation in the kitchen (3:08 mins)</li> <li>5. Understanding food allergies (3:32 mins)</li> <li>6. How to prevent food from spoiling (4:30 mins)</li> <li>7. How to prevent cross contamination (2:08 mins)</li> <li>8. Importance of proper food storage (1:59 mins)</li> <li>9. Temperature control basics (1:13 mins)</li> <li>10. Following food safety standards (1:48 mins)</li> </ol>

## Beverage courses

The best bartenders and baristas are adept communicators – and they also boast an encyclopedic knowledge of beverages. Help your bartenders reach new heights with these expert courses.

Find a course to match your needs under Discover and clicking on [Courses](#).

 <p><b>Beer basics</b></p> <p>🕒 50 mins</p> <p>📅 11 Lessons</p>	<p><b>Beer basics</b></p> <p>Led by <a href="#">Kirrily Waldhorn</a>, founder of Beer Diva.</p> <ol style="list-style-type: none"><li>1. Beer terminology and acronyms (4:38 mins)</li><li>2. The ingredients of beer (2:57 mins)</li><li>3. How beer is brewed (4:52 mins)</li><li>4. How to taste and appreciate beer (5:44 mins)</li><li>5. How to make beer recommendations (4:05 mins)</li><li>6. How to pour and serve a beer (5:59 mins)</li><li>7. Pilsner beer basics (3:13 mins)</li><li>8. Pale ale and IPA basics (3:54 mins)</li><li>9. Wheat beer basics (5:32 mins)</li><li>10. Porter and stout beer basics (5:50 mins)</li><li>11. Beer myths and misconceptions (4:03 mins)</li></ol>
 <p><b>Whiskey basics</b></p> <p>🕒 36 mins</p> <p>📅 8 Lessons</p>	<p><b>Whiskey basics</b></p> <p>Led by <a href="#">Dustin Haarstad</a>, the founder of the cocktail consulting company Blind Tiger Cocktail Co.</p> <ol style="list-style-type: none"><li>1. The history of bourbon (3:14 mins)</li><li>2. The rise of bourbon in American cocktail culture (3:04 mins)</li><li>3. From grain to glass: how whiskey is made (7:58 mins)</li><li>4. How barrel aging affects whiskey (3:11 mins)</li><li>5. The most popular whiskey brands (4:06 mins)</li><li>6. Understanding the different types of whiskey (3:50 mins)</li><li>7. A guide to whiskey glasses (2:24 mins)</li><li>8. How to talk about whiskey flavor (9:10 mins)</li></ol>
 <p><b>Classic whiskey cocktails</b></p> <p>🕒 11 mins</p> <p>📅 6 Lessons</p>	<p><b>Classic whiskey cocktails</b></p> <p>Led by <a href="#">Dustin Haarstad</a>, the founder of the cocktail consulting company Blind Tiger Cocktail Co.</p> <ol style="list-style-type: none"><li>1. How to make an Old Fashioned (1:56 mins)</li><li>2. How to make a Manhattan (1:27 mins)</li><li>3. How to make a Sazerac (1:43 mins)</li><li>4. How to make a Highball (1:20 mins)</li><li>5. How to make a Remember the Maine (1:53 mins)</li><li>6. How to make a Whiskey Sour (2:55 mins)</li></ol>

# Beverage courses

 <p><b>COURSE</b></p> <h3>Sake basics</h3> <p>🕒 32 mins 📅 6 Lessons</p>	<h3><u>Sake basics</u></h3> <p>Led by <a href="#">Yoshihiro Sako</a>, sake sommelier and Director of Sake at Yuzuki Japanese Eatery.</p> <ol style="list-style-type: none"><li>1. What is sake? (4:08 mins)</li><li>2. Understanding sake classifications (13:12 mins)</li><li>3. Sake ingredients (5:03 mins)</li><li>4. The sake brewing process (3:21 mins)</li><li>5. Pairing sake with food (3:26 mins)</li><li>6. How to recommend sake to customers (3:31 mins)</li></ol>
 <p><b>COURSE</b></p> <h3>Vodka basics</h3> <p>🕒 25 mins 📅 7 Lessons</p>	<h3><u>Vodka basics</u></h3> <p>Led by <a href="#">Monique Farah</a>, one of the top vodka experts in California.</p> <ol style="list-style-type: none"><li>1. A short history of vodka (3:14 mins)</li><li>2. How to conduct a vodka tasting (3:57 mins)</li><li>3. How to recommend vodka to customers (4:13 mins)</li><li>4. How to infuse vodka (3:00 mins)</li><li>5. A guide to the top vodka brands (4:03 mins)</li><li>6. A guide to craft vodka brands (3:09 mins)</li><li>7. A guide to global vodka brands (3:29 mins)</li></ol>
 <p><b>COURSE</b></p> <h3>Bartending for beginners</h3> <p>🕒 30 mins 📅 11 Lessons</p>	<h3><u>Bartending for beginners</u></h3> <p>Led by <a href="#">Charlie Ainsbury</a>, the co-owner of This Must Be The Place.</p> <ol style="list-style-type: none"><li>1. The lift of a modern bartender (2:51 mins)</li><li>2. Essential bartending tools (2:48 mins)</li><li>3. How to measure cocktails (1:14 mins)</li><li>4. Essential cocktail making techniques (7:46 mins)</li><li>5. How to garnish cocktails (3:35 mins)</li><li>6. Picking the right ice for cocktails (1:29 mins)</li><li>7. The cocktail formula (2:25 mins)</li><li>8. The sour cocktail formula (2:50 mins)</li><li>9. The punch cocktail formula (2:14 mins)</li><li>10. How to keep your bar clean (0:58 mins)</li><li>11. Turning bartending into a career (1:55 mins)</li></ol>

# Beverage courses

<p><b>COURSE</b></p>  <p><b>Sake for restaurant owners</b></p> <p>🕒 29 mins</p> <p>📅 6 Lessons</p>	<p><b><u>Sake for restaurant owners</u></b></p> <p>Led by <a href="#">Yoshihiro Sako</a>, sake sommelier and Director of Sake at Yuzuki Japanese Eatery.</p> <ol style="list-style-type: none"><li>1. Why sake should be on your menu (5:45 mins)</li><li>2. Tips for carrying sake in your restaurant (4:58 mins)</li><li>3. How to create a well balanced sake menu (4:02 mins)</li><li>4. Popular sake brands (10:20 mins)</li><li>5. The health benefits of sake (1:56 mins)</li><li>6. How to educate your staff about sake (2:14 mins)</li></ol>
<p><b>COURSE</b></p>  <p><b>Wine 101 for servers</b></p> <p>🕒 28 mins</p> <p>📅 7 Lessons</p>	<p><b><u>Wine 101 for servers</u></b></p> <p>Led by <a href="#">Kristene King Thrall</a>, sommelier and Director of Training at Louie's Wine Dive.</p> <ol style="list-style-type: none"><li>1. How to open and serve a bottle of wine (7:17 mins)</li><li>2. How to hold a wine glass (1:37 mins)</li><li>3. How to polish a wine glass (2:15 mins)</li><li>4. How to decant wine like a pro (3:19 mins)</li><li>5. How to taste wine like a pro (4:25 mins)</li><li>6. How to tell if wine is bad (5:23 mins)</li><li>7. Wine serving and storing temperatures (4:08 mins)</li></ol>
<p><b>COURSE</b></p>  <p><b>Wine knowledge essentials</b></p> <p>🕒 55 mins</p> <p>📅 12 Lessons</p>	<p><b><u>Wine knowledge essentials</u></b></p> <p>Led by <a href="#">Kristene King Thrall</a>, sommelier and Director of Training at Louie's Wine Dive.</p> <ol style="list-style-type: none"><li>1. How wine is made (5:42 mins)</li><li>2. How wine fermentation works (4:33 mins)</li><li>3. Why oak matters in winemaking (4:16 mins)</li><li>4. Old world vs new world wines (3:58 mins)</li><li>5. How climate affects wine varieties (4:54 mins)</li><li>6. A guide to tannins (4:24 mins)</li><li>7. How phylloxera changed the wine industry (3:38 mins)</li><li>8. How still wine becomes sparkling wine (4:10 mins)</li><li>9. The most common red wines (4:06 mins)</li><li>10. The most common white wines (4:42 mins)</li><li>11. The most common sparkling wines (5:17 mins)</li><li>12. The most helpful wine apps, books and podcasts (5:39 mins)</li></ol>

# Beverage courses

 <p><b>COURSE</b></p> <p><b>German beers</b></p> <p>🕒 38 mins</p> <p>📅 10 Lessons</p>	<p><b>German beers</b></p> <p>Led by <a href="#">Sebastian Priller</a>, head brewer at German brewery, Riegale.</p> <ol style="list-style-type: none"><li>1. German beer history and culture (3:00 mins)</li><li>2. Reinheitsgebot: German beer purity law (4:20 mins)</li><li>3. The beer brewing process (6:22 mins)</li><li>4. The German beer industry (3:58 mins)</li><li>5. The alcohol content of German beer (2:54 mins)</li><li>6. German beer styles: Pale beers (2:42 mins)</li><li>7. German beer styles: Wheat beers (3:22 mins)</li><li>8. German beer styles: Dark beers (2:48 mins)</li><li>9. Recommending German beers to customers (4:31 mins)</li><li>10. German beer glasses (4:04 mins)</li></ol>
 <p><b>COURSE</b></p> <p><b>Gin basics</b></p> <p>🕒 28 mins</p> <p>📅 7 Lessons</p>	<p><b>Gin basics</b></p> <p>Led by <a href="#">JJ Goodman</a>, owner of the London Cocktail Club.</p> <ol style="list-style-type: none"><li>1. A short history of gin (3:46 mins)</li><li>2. How gin is made (4:27 mins)</li><li>3. Styles of gin (5:00 mins)</li><li>4. The global gin market (3:37 mins)</li><li>5. How to recommend gin to customers (3:39 mins)</li><li>6. Serving gin (3:35 mins)</li><li>7. How to infuse gin (4:13 mins)</li></ol>
 <p><b>COURSE</b></p> <p><b>Guinness</b></p> <p>🕒 20 mins</p> <p>📅 5 Lessons</p>	<p><b>Guinness</b></p> <p>Led by <a href="#">Stephen Kilcullen</a>, Master Brewer and Global Head of Quality at Guinness.</p> <ol style="list-style-type: none"><li>1. The history of Guinness (4:44 mins)</li><li>2. The different Guinness beers (4:50 mins)</li><li>3. How Guinness is made (5:59 mins)</li><li>4. Mastering the perfect pour (2:27 mins)</li><li>5. Pairing Guinness and food (2:08 mins)</li></ol>

# Beverage courses

 <p><b>Gin cocktails</b></p> <p>🕒 22 mins</p> <p>📅 10 Lessons</p>	<p><b><u>Gin cocktails</u></b></p> <p>Led by <a href="#">JJ Goodman</a>, owner of the London Cocktail Club.</p> <ol style="list-style-type: none"> <li>1. How to make a French 75 (2:24 mins)</li> <li>2. How to make a White Lady (2:00 mins)</li> <li>3. How to make a Clover Club (2:18 mins)</li> <li>4. How to make a Red Snapper (2:28 mins)</li> <li>5. How to make a Bramble (1:47 mins)</li> <li>6. How to make a Southside (2:03 mins)</li> <li>7. How to make a Gin Fizz (2:03 mins)</li> <li>8. How to make a Tom Collins (2:17 mins)</li> <li>9. How to make a Negroni (1:41 mins)</li> <li>10. How to make a Gin Martini (3:06 mins)</li> </ol>
 <p><b>Espresso coffee fundamentals</b></p> <p>🕒 44 mins</p> <p>📅 15 Lessons</p>	<p><b><u>Espresso coffee fundamentals</u></b></p> <p>Led by <a href="#">Hugh Kelly</a>, barista at ONA Coffee House.</p> <ol style="list-style-type: none"> <li>1. Welcome - Espresso coffee fundamentals (0:52 mins)</li> <li>2. What is espresso coffee? (2:40 mins)</li> <li>3. Processing and roasting coffee beans (3:29 mins)</li> <li>4. Storing coffee beans (3:19 mins)</li> <li>5. Parts of an espresso machine (3:10 mins)</li> <li>6. Grinding and dosing espresso coffee (3:11 mins)</li> <li>7. Distributing and tamping espresso coffee (3:13 mins)</li> <li>8. Extracting the perfect espresso shot (4:12 mins)</li> <li>9. Understanding different types of milk (2:48 mins)</li> <li>10. Stretching and texturing milk (3:23 mins)</li> <li>11. Splitting milk (3:25 mins)</li> <li>12. Pouring milk to make espresso drinks (4:13 mins)</li> <li>13. Top tips for espresso service (2:02 mins)</li> <li>14. Cleaning an espresso machine (3:30 mins)</li> <li>15. Conclusion - Espresso coffee fundamentals (0:53 mins)</li> </ol>
 <p><b>Espresso coffee drinks</b></p> <p>🕒 19 mins</p> <p>📅 12 Lessons</p>	<p><b><u>Espresso coffee drinks</u></b></p> <p>Led by <a href="#">Hugh Kelly</a>, barista at ONA Coffee House.</p> <ol style="list-style-type: none"> <li>1. Welcome - Espresso coffee drinks (0:37 mins)</li> <li>2. How to make an espresso (0:50 mins)</li> <li>3. How to make an American/long black (1:00 mins)</li> <li>4. How to make a macchiato (1:19 mins)</li> <li>5. How to make a latte (1:51 mins)</li> <li>6. How to make a piccolo latte (1:45 mins)</li> <li>7. How to make a flat white (1:37 mins)</li> <li>8. How to make a cappuccino (2:02 mins)</li> <li>9. How to make a mocha (2:15 mins)</li> <li>10. How to make an iced coffee (2:37 mins)</li> <li>11. Making takeaway espresso drinks (3:24 mins)</li> <li>12. Conclusion - Espresso coffee drinks (0:35 mins)</li> </ol>

# Beverage courses

 <p><b>Champagne essentials</b></p> <p>🕒 53 mins</p> <p>📅 14 Lessons</p>	<p><b>Champagne essentials</b></p> <p>Led by <a href="#">Kyla Kirkpatrick</a>, owner of The Champagne Dame.</p> <ol style="list-style-type: none"> <li>Welcome - Champagne essentials (0:38 mins)</li> <li>What is champagne and where does it come from (3:37 mins)</li> <li>A short history of champagne (3:49 mins)</li> <li>The grapes in champagne (5:03 mins)</li> <li>How champagne is made (5:52 mins)</li> <li>Styles of champagne (4:10 mins)</li> <li>Understanding dosage (4:08 mins)</li> <li>Reading a champagne label (5:12 mins)</li> <li>A guide to champagne brands (Grand Marque and Grower) (5:21 mins)</li> <li>Storing champagne (open and closed bottles) (3:18 mins)</li> <li>Recommending champagne to customers (3:41 mins)</li> <li>Opening a champagne bottle (2:14 mins)</li> <li>Serving champagne (5:00 mins)</li> <li>Conclusion - Champagne essentials (0:32 mins)</li> </ol>
 <p><b>Tea fundamentals</b></p> <p>🕒 50 mins</p> <p>📅 13 Lessons</p>	<p><b>Tea fundamentals</b></p> <p>Led by <a href="#">Nathan Wakeford</a>, co-owner and director of Somage Fine Foods.</p> <ol style="list-style-type: none"> <li>Welcome - Tea fundamentals (1:04 mins)</li> <li>A short history of tea (4:47 mins)</li> <li>Where tea comes from (4:22 mins)</li> <li>Types of tea: an overview (3:07 mins)</li> <li>Black tea (6:06 mins)</li> <li>Oolong tea (5:04 mins)</li> <li>Green, white, and yellow tea (4:34 mins)</li> <li>Pu-erh tea (7:14 mins)</li> <li>Tea service standards for hospitality venues (4:43 mins)</li> <li>The importance of water quality in tea preparation (3:03 mins)</li> <li>A guide to brewing great tea (3:09 mins)</li> <li>A guide to brewing iced tea (2:05 mins)</li> <li>Conclusion - Tea fundamentals (0:45 mins)</li> </ol>
 <p><b>Vodka cocktails</b></p> <p>🕒 34 mins</p> <p>📅 14 Lessons</p>	<p><b>Vodka cocktails</b></p> <p>Led by <a href="#">Erik Lorincz</a>, the Savoy London's 10th Head Bartender.</p> <ol style="list-style-type: none"> <li>Welcome - Vodka cocktails (0:30 mins)</li> <li>Vodka Martini (2:30 mins)</li> <li>Bloody Mary (3:32 mins)</li> <li>Salty Dog (3:06 mins)</li> <li>Espresso Martini (2:26 mins)</li> <li>Moscow Mule (2:22 mins)</li> <li>Vesper Martini (2:18 mins)</li> <li>Twinkle (2:29 mins)</li> <li>Clover Blub (2:36 mins)</li> <li>Vodka Gimlet (2:54 mins)</li> <li>White Russian (2:15 mins)</li> <li>Apple Martini (3:58 mins)</li> <li>Cosmopolitan (2:49 mins)</li> <li>Conclusion - Vodka cocktails (0:30 mins)</li> </ol>

# Beverage courses

 <p><b>Draft Beer Operations</b></p> <p>🕒 52 mins 📅 13 Lessons</p>	<p><b><u>Draft beer operations</u></b></p> <p>Led by <a href="#">Lev Katsouba</a>, Draft Specialist and CEO of DC Clean.</p> <ol style="list-style-type: none"> <li>Welcome - Draft beer operations (1:04 mins)</li> <li>Introduction to Draft Beer (4:01 mins)</li> <li>How draft systems work (5:57 mins)</li> <li>Handling and storing kegs (4:06 mins)</li> <li>Setting up a cool room for draft beer (3:20 mins)</li> <li>Changing and tapping kegs (4:31 mins)</li> <li>Using gas systems for draft beer (5:04 mins)</li> <li>Pouring draft beer (4:42 mins)</li> <li>The importance of cleaning and maintaining beer lines (5:08 mins)</li> <li>Cleaning beer lines (4:03 mins)</li> <li>Minimizing wastage and maximizing returns with draft beer (6:10 mins)</li> <li>Troubleshooting common problems with draft systems (4:02 mins)</li> <li>Conclusion - Draft beer operations (0:42 mins)</li> </ol>
 <p><b>Tea mastery</b></p> <p>🕒 56 mins 📅 12 Lessons</p>	<p><b><u>Tea mastery</u></b></p> <p>Led by <a href="#">Nathan Wakeford</a>, co-owner and director of Somage Fine Foods.</p> <ol style="list-style-type: none"> <li>Welcome - Tea mastery (1:07 mins)</li> <li>Controlling tea infusion (6:08 mins)</li> <li>Phases of tea infusion (5:09 mins)</li> <li>Objectives of a tea cupping (4:10 mins)</li> <li>The tea cupping process (6:47 mins)</li> <li>Dry tea leaf evaluation (5:49 mins)</li> <li>Wet tea leaf evaluation (5:07 mins)</li> <li>Evaluating tea liquor (5:53 mins)</li> <li>Identifying tea faults and defects (5:36 mins)</li> <li>Designing a tea menu (4:12 mins)</li> <li>Pairing tea with food and drink (5:30 mins)</li> <li>Conclusion - Tea mastery (0:43 mins)</li> </ol>
	<p><b><u>Bonus lessons</u></b></p> <p>Led by our <a href="#">world-class experts</a>.</p> <ul style="list-style-type: none"> <li>- How to make a flat white (5:44 mins)</li> <li>- How to make a cappuccino (5:24 mins)</li> <li>- How to clean an espresso machine (6:51 mins)</li> <li>- Closing and cleaning a coffee grinder (3:31 mins)</li> <li>- Importance of the barista (1:46 mins)</li> <li>- A guide to espresso terminology (4:21 mins)</li> <li>- How dose impacts espresso extraction (3:34 mins)</li> <li>- How distribution impacts espresso extraction (4:04 mins)</li> </ul>

## Mentor sessions

In addition to our courses, we also produce intimate behind the scenes interviews with key figures in the industry. This inspirational content will help your students see what they can achieve in the hospitality industry.

Find a course to match your needs under Discover and clicking on [Courses](#).

<p>MENTOR SESSION</p>  <p><b>Matt Mullins: The shrewd Sand Hill Road publican</b></p> <p> Matt Mullins</p> <p> 4:53 mins</p>	<p><b><a href="#">Matt Mullins: The shrewd Sand Hill Road publican</a></b></p> <p>Led by <a href="#">Matt Mullins</a>, co-owner of Sand Hill Road.</p> <p>Learn how to build a stronger venue through your planning processes, why you should design your venue to suit your market, why it's important to learn about industry regulations and why you should hire experts to help. (4:53 mins)</p>
<p>MENTOR SESSION</p>  <p><b>Kristene King Thrall: The training director of Louie's Wine Dive</b></p> <p> Kristene King Thrall</p> <p> 5:42 mins</p>	<p><b><a href="#">Kristene King Thrall: The training director of Louie's Wine Dive</a></b></p> <p>Led by <a href="#">Kristene King Thrall</a>, sommelier and Director of Training at Louie's Wine Dive.</p> <p>Learn how to be innovative with your wine service and how this can benefit your business and how to develop a wine training program. (5:42 mins)</p>
<p>MENTOR SESSION</p>  <p><b>Beckie Mitchell: The Art Series Hotel's creative marketer</b></p> <p> Beckie Mitchell</p> <p> 4:52 mins</p>	<p><b><a href="#">Beckie Mitchell: The Art Series Hotel's creative marketer</a></b></p> <p>Led by <a href="#">Beckie Mitchell</a>, the Marketing Manager of the Art Series Hotel Group.</p> <p>Learn the secret to building a social media presence on a low budget, why you have to take risks with your marketing and why you should undertake proper market research before launching a campaign. (4:52 mins)</p>

# Mentor sessions

---

<p>MENTOR SESSION</p>  <p><b>Matt Lane: The co-owner of Melbourne's popular Mamasita</b></p> <p> Matt Lane</p> <p> 3:29 mins</p>	<p><b><u><a href="#">Matt Lane: The co-owner of Melbourne's popular Mamasita</a></u></b></p> <p>Led by <a href="#">Matt Lane</a>, co-owner of Mamasita.</p> <p>Learn how and why you should rely on the skill sets of the people around you and why delegating is so important for your health. (3:29 mins)</p>
<p>MENTOR SESSION</p>  <p><b>Grant van Gameren: The daring Toronto chef and restaurateur</b></p> <p> Grant van Gameren</p> <p> 2:54 mins</p>	<p><b><u><a href="#">Grant van Gameren: The daring Toronto chef and restaurateur</a></u></b></p> <p>Led by <a href="#">Grant van Gameren</a>, the owner of Bar Isabel and Bar Raval.</p> <p>Learn how to keep the lines of communication open with staff and how and why you should empower your staff to make decisions. (2:54 mins)</p>
<p>MENTOR SESSION</p>  <p><b>Lisa Chatham: The passionate CEO of Green Heart Foods</b></p> <p> Lisa Chatham</p> <p> 5:08 mins</p>	<p><b><u><a href="#">Lisa Chatham: The passionate CEO of Green Heart Foods</a></u></b></p> <p>Led by <a href="#">Lisa Chatham</a>, the founder and CEO of Green Heart Foods.</p> <p>Learn how to tackle the transition from staff member to CEO, how to stay focused and motivated and why it's important to establish core values for your business. (5:08 mins)</p>

# Mentor sessions

---

<p>MENTOR SESSION</p>  <p><b>Drew Kulsveen: The master of Willett Bourbon</b></p> <p> Drew Kulsveen</p> <p> 3:33 mins</p>	<p><b><u>Drew Kulsveen: The master of Willett Bourbon</u></b></p> <p>Led by <a href="#">Drew Kulsveen</a>, Master Distiller at Willett Distillery.</p> <p>Learn what a Kentucky whiskey distillery looks like and the process behind distilling, maturing and bottling bourbon and rye whiskey. (3:33 mins)</p>
<p>MENTOR SESSION</p>  <p><b>Pauline Nguyen: Red Lantern's purpose-driven restaurateur</b></p> <p> Pauline Nguyen</p> <p> 6:02 mins</p>	<p><b><u>Pauline Nguyen: Red Lantern's purpose-driven restaurateur</u></b></p> <p>Led by <a href="#">Pauline Nguyen</a>, the owner and co-founder of Red Lantern.</p> <p>Learn what steps you can take to discover your true purpose in hospitality, why you should use setbacks as opportunities and how to take responsibility for your own growth. (6:02 mins)</p>
<p>MENTOR SESSION</p>  <p><b>Danielle Gjestland: Wasabi's award-winning restaurateur</b></p> <p> Danielle Gjestland</p> <p> 3:52 mins</p>	<p><b><u>Danielle Gjestland: Wasabi's award-winning restaurateur</u></b></p> <p>Led by <a href="#">Danielle Gjestland</a>, the founder and co-owner of Wasabi.</p> <p>Learn how to translate your passions into business ventures, the importance of challenging yourself, why investing in staff training is key and how to motivate staff. (3:52 mins)</p>

# Mentor sessions

---

<p>MENTOR SESSION</p>  <p><b>Rob Wilson: Food waste reimaged</b></p> <p> Rob Wilson</p> <p> 3:00 mins</p>	<p><b><u>Rob Wilson: Food waste reimaged</u></b></p> <p>Led by <a href="#">Rob Wilson</a>, CEO of Toast Ale.</p> <p>Learn about innovate ways to reduce food waste, why the food industry needs to be involved in stopping food waste and how a commercial venture can have positive social and environmental effects. (3:00 mins)</p>
<p>MENTOR SESSION</p>  <p><b>Joanne McKerchar: Diageo – History behind the product</b></p> <p> Joanne McKerchar</p> <p> 2:50 mins</p>	<p><b><u>Joanne McKerchar: Diageo – History behind the product</u></b></p> <p>Led by <a href="#">Joanne McKerchar</a>, the Senior Archivist at Diageo.</p> <p>Learn about the Diageo story, how the Diageo Archive works and the importance of preserving brand histories. (2:50 mins)</p>
<p>MENTOR SESSION</p>  <p><b>Sebastian Priller: Riegele – Where tradition meets innovation</b></p> <p> Sebastian Priller</p> <p> 2:49 mins</p>	<p><b><u>Sebastian Priller: Riegele – Where tradition meets innovation</u></b></p> <p>Led by <a href="#">Sebastian Priller</a>, head brewer at German brewery, Riegale.</p> <p>Learn about the Brauhaus Riegele story, the principles that drive innovation at Riegele and how Riegele sets itself apart in the beer market without splurging on marketing. (2:49 mins)</p>

# Mentor sessions

<p>MENTOR SESSION</p>  <p><b>Louis Tikaram: Teamwork makes the dream work</b></p> <p> Louis Tikaram</p> <p> 4:09 mins</p>	<p><b><u><a href="#">Louis Tikaram: Teamwork makes the dream work</a></u></b></p> <p>Led by <a href="#">Louis Tikaram</a>, Executive Chef at E.P. &amp; L.P.</p> <p>Learn why you should be there for your fellow cooks, why asking for help is important and how communicating with your team can see you achieve greatness. (4:09 mins)</p>
<p>MENTOR SESSION</p>  <p><b>Cameron McKenzie: Four Pillars – Finding your craft and making it work</b></p> <p> Cameron McKenzie</p> <p> 3:21 mins</p>	<p><b><u><a href="#">Cameron McKenzie: Four Pillars – Finding your craft and making it work</a></u></b></p> <p>Led by <a href="#">Cameron McKenzie</a>, the co-founder and distiller at Four Pillars Gin.</p> <p>Learn about the gin distillation process, how to tap into your unique skill and apply it to your career, the importance of strong work ethic and why communication skills are important. (3:21 mins)</p>
<p>MENTOR SESSION</p>  <p><b>John Lawson - focusing on food for health</b></p> <p> John Lawson</p> <p> 5:10 mins</p>	<p><b><u><a href="#">John Lawson - focusing on food for health</a></u></b></p> <p>Led by <a href="#">John Lawson</a>, owner of FOOD by John Lawson.</p> <p>Learn about the importance of persevering, why you should follow your culinary passions and the importance of training under a great chef. (5:10 mins)</p>

# Mentor sessions

---

<p>MENTOR SESSION</p>  <p><b>Reif Othman, world-class chef: Making the cut in the kitchen</b></p> <p> Reif Othman</p> <p> 6:11 mins</p>	<p><b><u>Reif Othman, world-class chef: Making the cut in the kitchen</u></b></p> <p>Led by <a href="#">Reif Othman</a>, Executive Chef at Sumosan Billionaire Mansion and Business Partner at Twiga Sumosan.</p> <p>Learn why your mentors are important for your personal growth, the importance of discipline, patience and asking questions, and why identifying your dreams and reaching for them is crucial to your success. (6:11 mins)</p>
<p>MENTOR SESSION</p>  <p><b>Erik Lorincz: Becoming a world-class bartender</b></p> <p> Erik Lorincz</p> <p> 6:12 mins</p>	<p><b><u>Erik Lorincz, becoming a world-class bartender</u></b></p> <p>Led by <a href="#">Erik Lorincz</a>, co-founder of the Antique American Bar and 10th Head Bartender at the American Bar at the Savoy.</p> <p>Learn why passion and perseverance are important for achieving your goals and how starting from the bottom provides you with the skills to get you to the top. (6:12 mins)</p>