

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Adv Certificate in Restaurant & Bar Supervision

Practitioner Level



LAPT — London Academy of Professional Training

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Reference HS-FBS-P • Hospitality Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	HS-FBS-P
AWARD	Certificate
ASSESSMENT	440 marks — 264 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Customer Service Excellence

5 chapters · 30 classes 65 marks

• 1 Understanding Customer Expectations and Service Standards — 6 classes

› 1.1 Exploring Customer Expectations and Needs

› 1.2 Identifying Key Service Standards

› 1.3 Analyzing the Gap Between Expectations and Reality

› 1.4 Implementing Strategies for Meeting Service Standards

› 1.5 Adapting to Diverse Customer Preferences

› 1.6 Evaluating and Improving Service Delivery

• 2 Effective Communication Techniques in Customer Service — 6 classes

› 2.1 Understanding the Basics of Effective Communication

› 2.2 Recognizing and Overcoming Communication Barriers

› 2.3 Mastering Active Listening Skills

› 2.4 Implementing Clear and Concise Verbal Communication

› 2.5 Harnessing Non-Verbal Communication Cues

› 2.6 Applying Empathy and Emotional Intelligence in Customer Interactions

• 3 Handling Customer Feedback and Complaints — 6 classes

› 3.1 Understanding the Importance of Customer Feedback

› 3.2 Identifying Common Types of Customer Complaints

› 3.3 Developing Active Listening Skills for Effective Feedback Handling

› 3.4 Implementing Positive Language Techniques in Complaints Resolution

› 3.5 Techniques for Efficiently Documenting Customer Feedback

› 3.6 Strategies for Turning Negative Feedback into Positive Outcomes

• 4 Personalizing Customer Interactions for Enhanced Service — 6 classes

› 4.1 Understanding the Importance of Personalization in Customer Interactions

› 4.2 Identifying Customer Preferences and Needs Efficiently

› 4.3 Applying Communication Techniques for Effective Personalization

› 4.4 Utilizing Customer Data Responsibly for Tailored Service

› 4.5 Implementing Personalization Strategies in Real-time Interactions

› 4.6 Evaluating the Impact of Personalization on Customer Satisfaction

• 5 Implementing Technology for Customer Service Excellence — 6 classes

› 5.1 Understanding the Role of Technology in Customer Service

› 5.2 Exploring Digital Tools for Enhancing Customer Experience

› 5.3 Implementing CRM Systems for Personalized Service

› 5.4 Using Artificial Intelligence to Improve Interaction

› 5.5 Integrating Mobile Technology for On-the-Go Service

› 5.6 Evaluating the Impact of Technology on Customer Satisfaction

• 1 Understanding the Basics of Financial Management in Hospitality

— 6 classes

- › 1.1 Exploring the Fundamentals of Financial Management in Hospitality
- › 1.2 Identifying Key Financial Statements and Their Importance
- › 1.3 Understanding Revenue Streams in Hospitality
- › 1.4 Analyzing Cost Structures and Expenses in Hospitality Operations
- › 1.5 Implementing Budgeting Strategies for Effective Financial Planning
- › 1.6 Applying Basic Financial Analysis Techniques in Hospitality

• 2 Budgeting and Cost Control in Food and Beverage Operations —

6 classes

- › 2.1 Understanding the Basics of Budgeting in F&B Operations
- › 2.2 Identifying Key Cost Components in Food and Beverage
- › 2.3 Analyzing Fixed and Variable Costs in Hospitality Settings
- › 2.4 Techniques for Setting and Adjusting Budgets
- › 2.5 Implementing Effective Cost Control Mechanisms
- › 2.6 Evaluating Budget Performance through Financial Metrics

• 3 Revenue Management and Pricing Strategies in Hospitality — 6

classes

- › 3.1 Understanding Revenue Streams in Hospitality
- › 3.2 Analyzing Market Demand for Pricing Strategies
- › 3.3 Implementing Dynamic Pricing Techniques
- › 3.4 Evaluating Competitor Pricing Models
- › 3.5 Optimizing Inventory for Maximum Revenue
- › 3.6 Applying Revenue Management Tools and Technologies

• 4 Financial Analysis and Performance Metrics in F&B Service — 6

classes

- › 4.1 Understanding Key Financial Concepts in F&B Service
- › 4.2 Analyzing Revenue Streams in Restaurants and Bars
- › 4.3 Evaluating Cost Management Strategies for F&B
- › 4.4 Interpreting Profitability Metrics in Hospitality
- › 4.5 Utilizing Financial Ratios to Assess Performance
- › 4.6 Applying Benchmarking Techniques to Improve F&B Operations

• 5 Financial Reporting and Decision Making for Restaurant Managers — 6 classes

- › 5.1 Understanding Financial Statements in Hospitality
- › 5.2 Interpreting Profit and Loss Statements for Restaurants
- › 5.3 Analyzing Cash Flow to Improve Decision Making
- › 5.4 Evaluating Revenue Streams in Food and Beverage Operations
- › 5.5 Using Key Financial Ratios for Restaurant Performance
- › 5.6 Applying Financial Data to Strategic Restaurant Decisions

• 1 Understanding Food and Beverage Service Basics — 6 classes

- › 1.1 Exploring Food and Beverage Service Roles
- › 1.2 Identifying Key Service Tools and Equipment
- › 1.3 Mastering Service Etiquette and Protocols
- › 1.4 Understanding Different Service Styles
- › 1.5 Enhancing Customer Interaction Skills
- › 1.6 Applying Quality Standards in Service Delivery

• 2 Regulatory Standards and Compliance — 6 classes

- › 2.1 Understanding Food Safety Regulations
- › 2.2 Exploring Health and Hygiene Compliance
- › 2.3 Identifying Allergen Management Protocols
- › 2.4 Implementing Licensing and Alcohol Laws
- › 2.5 Applying Environmental Health Standards
- › 2.6 Ensuring Consistent Compliance through Audits

• 3 Menu Planning and Design Principles — 6 classes

- › 3.1 Understanding Menu Types and Their Functions
- › 3.2 Analyzing Target Audience and Market Trends
- › 3.3 Crafting Visual and Descriptive Menu Elements
- › 3.4 Aligning Menu Design with Brand Identity
- › 3.5 Evaluating Nutrition and Dietary Considerations
- › 3.6 Implementing Cost and Pricing Strategies

• 4 Enhancing Customer Experience in Service — 6 classes

- › 4.1 Understanding Customer Expectations in the Restaurant Industry
- › 4.2 Developing Effective Communication Skills for Customer Interaction
- › 4.3 Implementing Best Practices for Service Etiquette in Dining
- › 4.4 Utilizing Customer Feedback to Improve Service Quality
- › 4.5 Personalizing Service to Enhance Customer Satisfaction
- › 4.6 Measuring the Impact of Enhanced Service on Customer Experience

• 5 Advanced Beverage Service and Management — 6 classes

- › 5.1 Understanding Beverage Types and Categories
- › 5.2 Analyzing Beverage Production and Quality Indicators
- › 5.3 Mastering Beverage Service Techniques
- › 5.4 Employing Effective Beverage Pairing Strategies
- › 5.5 Implementing Inventory Management for Beverages
- › 5.6 Evaluating Customer Preferences and Feedback in Beverage Service

• 1 Understanding Health and Safety Regulations in F&B — 6 classes

- › 1.1 Introduction to Health and Safety Regulations in F&B
- › 1.2 Identifying Key Health and Safety Risks in Restaurants and Bars
- › 1.3 Understanding Legal Responsibilities and Standards
- › 1.4 Implementing Safety Protocols and Procedures
- › 1.5 Training Staff on Safety Best Practices
- › 1.6 Monitoring and Adapting Safety Compliance

• 2 Risk Assessment and Management in Hospitality Settings — 6 classes

- › 2.1 Understanding the Basics of Risk Assessment in Hospitality
- › 2.2 Identifying Common Hazards in Restaurant and Bar Environments
- › 2.3 Analyzing Risk Levels and Prioritizing Safety Measures
- › 2.4 Developing Effective Risk Management Strategies
- › 2.5 Implementing Control Measures to Mitigate Identified Risks
- › 2.6 Reviewing and Updating Risk Assessments Regularly

• 3 Safe Food Handling and Hygiene Practices — 6 classes

- › 3.1 Understanding Food Hygiene Regulations
- › 3.2 Identifying Common Food Safety Hazards
- › 3.3 Practicing Proper Handwashing Techniques
- › 3.4 Implementing Correct Food Storage Methods
- › 3.5 Managing Cross-Contamination Risks
- › 3.6 Conducting Effective Food Safety Audits

• 4 Ensuring Workplace Safety for Staff and Guests — 6 classes

- › 4.1 Understanding Health and Safety Legislation in the Hospitality Industry
- › 4.2 Identifying Common Workplace Hazards in Restaurants and Bars
- › 4.3 Conducting Effective Risk Assessments for Staff and Guest Safety
- › 4.4 Implementing Safety Procedures and Protocols in Daily Operations
- › 4.5 Training Staff on Emergency Response and Evacuation Procedures
- › 4.6 Evaluating and Improving Workplace Safety Practices Continuously

• 5 Developing a Health and Safety Culture — 6 classes

- › 5.1 Understanding Health and Safety Culture
- › 5.2 Identifying Compliance Standards and Regulations
- › 5.3 Recognizing Workplace Hazards in Restaurants and Bars
- › 5.4 Implementing Effective Safety Practices
- › 5.5 Fostering Employee Engagement in Safety Protocols
- › 5.6 Evaluating and Enhancing Safety Culture

• 1 Understanding Roles and Responsibilities in F&B Leadership — 6 classes

- › 1.1 Defining Leadership Roles in F&B Environments
- › 1.2 Exploring Key Responsibilities of F&B Leaders
- › 1.3 Differentiating Between Front-of-House and Back-of-House Leadership
- › 1.4 Understanding the Impact of Effective Communication in F&B Leadership
- › 1.5 Implementing Team Motivation Strategies in F&B Operations
- › 1.6 Applying Conflict Resolution Techniques in F&B Settings

• 2 Effective Communication and Motivation Strategies — 6 classes

- › 2.1 Understanding the Basics of Effective Communication in F&B
- › 2.2 Identifying Barriers to Communication and Overcoming Them
- › 2.3 Exploring Motivation Theories in the Context of F&B
- › 2.4 Developing Active Listening Skills for Better Team Interaction
- › 2.5 Strategies to Motivate and Inspire Your F&B Team
- › 2.6 Applying Feedback for Continuous Improvement in Communication

• 3 Decision-Making and Problem-Solving Techniques — 6 classes

- › 3.1 Understanding Decision-Making Frameworks in F&B
- › 3.2 Identifying and Analyzing Problems within the Team
- › 3.3 Applying Critical Thinking to Solve Workplace Issues
- › 3.4 Exploring Common Decision-Making Models Used in F&B
- › 3.5 Implementing Solutions and Measuring Their Effectiveness
- › 3.6 Reflecting on Case Studies: Successful Decision and Problem-Solving

• 4 Implementing Quality and Service Standards — 6 classes

- › 4.1 Understanding Quality and Service Standards in F&B
- › 4.2 Analyzing Key Components of Service Excellence
- › 4.3 Evaluating Current Service Practices
- › 4.4 Developing Strategies to Enhance Customer Experience
- › 4.5 Implementing Operational Standards Successfully
- › 4.6 Monitoring and Adjusting Standards for Continuous Improvement

• 5 Leadership in Diverse and Inclusive F&B Teams — 6 classes

- › 5.1 Understanding Team Diversity: Concepts and Benefits
- › 5.2 Exploring Inclusive Leadership: Building an Open F&B Culture
- › 5.3 Communicating Effectively: Strategies for Diverse Teams
- › 5.4 Resolving Conflict: Techniques for Inclusive Problem-Solving
- › 5.5 Empowering Team Members: Encouraging Participation and Equity
- › 5.6 Applying Inclusive Leadership: Case Studies and Best Practices

• 1 Fundamentals of Restaurant and Bar Operations — 6 classes

- › 1.1 Understanding Restaurant and Bar Operations
- › 1.2 Exploring Key Roles and Responsibilities in Hospitality
- › 1.3 Examining Restaurant and Bar Layout and Design
- › 1.4 Mastering Customer Service Techniques and Standards
- › 1.5 Implementing Effective Inventory Management Practices
- › 1.6 Analyzing Health and Safety Regulations for Operations

• 2 Customer Service Excellence in F&B — 6 classes

- › 2.1 Understanding Customer Expectations in F&B Services
- › 2.2 Developing Active Listening Skills for Superior Customer Interaction
- › 2.3 Mastering Effective Communication in Diverse Restaurant Environments
- › 2.4 Implementing Problem-Solving Techniques for Customer Complaints
- › 2.5 Enhancing Customer Experience through Personalization and Attention to Detail
- › 2.6 Evaluating Customer Feedback to Improve Service Quality

• 3 Inventory and Supply Chain Management — 6 classes

- › 3.1 Understanding Inventory Basics and Terminology
- › 3.2 Identifying Key Supply Chain Components and Stakeholders
- › 3.3 Analyzing Inventory Turnover and Stock Levels
- › 3.4 Implementing Efficient Inventory Tracking Systems
- › 3.5 Developing Supplier Relationships and Negotiation Strategies
- › 3.6 Applying Inventory Management Techniques to Reduce Cost and Waste

• 4 Financial Management and Cost Control — 6 classes

- › 4.1 Understanding Financial Statements in Restaurants
- › 4.2 Analyzing Costs and Revenue Streams
- › 4.3 Implementing Budgeting Techniques for Cost Control
- › 4.4 Applying Break-Even Analysis for Profitability
- › 4.5 Utilizing Inventory Management to Minimize Waste
- › 4.6 Monitoring and Adjusting Financial Performance Metrics

• 5 Leadership and Team Management in F&B Operations — 6 classes

- › 5.1 Understanding Leadership Styles in F&B
- › 5.2 Developing Effective Communication Skills
- › 5.3 Building a Cohesive Team for Operations
- › 5.4 Motivating Your F&B Team for Success
- › 5.5 Managing Conflict and Resolving Issues
- › 5.6 Applying Leadership to Enhance Service Quality