

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Master Certificate in F&B Department Management

Leadership Level



MASTER CERTIFICATE & DEPARTMENT MANAGEMENT

ES&UCK

Cinematic certificate of distinction in F&B Department Management

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Reference HS-FBS-L • Hospitality Centres

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AT A GLANCE

REFERENCE	HS-FBS-L
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Advanced Leadership Skills

5 chapters · 30 classes65 marks

• 1 Foundations of Leadership in F&B Contexts — 6 classes

› 1.1 Understanding Leadership Dynamics in F&B

› 1.2 Cultivating Team Cohesion and Effectiveness

› 1.3 Enhancing Communication Skills for Leaders

› 1.4 Developing Emotional Intelligence in Management

› 1.5 Implementing Strategic Decision-Making Processes

› 1.6 Applying Leadership Styles in Diverse F&B Scenarios

• 2 Effective Communication Strategies for F&B Leaders — 6 classes

› 2.1 Understanding the Basics of Effective Communication

› 2.2 Identifying Barriers to Communication in F&B

› 2.3 Mastering Active Listening Techniques

› 2.4 Utilizing Non-Verbal Communication Cues

› 2.5 Implementing Assertive Communication in Team Leadership

› 2.6 Applying Feedback Strategies to Enhance Team Performance

• 3 Team Dynamics and Conflict Resolution in F&B — 6 classes

› 3.1 Understanding Team Dynamics in F&B

› 3.2 Identifying Key Roles and Responsibilities in a Team

› 3.3 Analyzing Effective Communication Strategies

› 3.4 Recognizing and Addressing Conflict Sources

› 3.5 Implementing Conflict Resolution Techniques

› 3.6 Cultivating a Collaborative Team Environment

• 4 Strategic Decision-Making and Problem Solving — 6 classes

› 4.1 Understanding Strategic Decision-Making Processes

› 4.2 Analyzing Complex Business Problems

› 4.3 Identifying Effective Problem-Solving Techniques

› 4.4 Developing Strategic Thinking Skills

› 4.5 Applying Critical Thinking in Leadership

› 4.6 Evaluating and Implementing Strategic Decisions

• 5 Innovative Leadership Approaches in the F&B Industry — 6 classes

› 5.1 Understanding the Role of Innovation in Leadership

› 5.2 Analyzing Innovative Leadership Styles in F&B

› 5.3 Exploring Creative Problem-Solving Techniques

› 5.4 Encouraging a Culture of Innovation in Teams

› 5.5 Implementing Customer-Centric Innovations

› 5.6 Evaluating the Impact of Innovative Leadership

• 1 Foundations of Change Management in F&B Service — 6 classes

- › 1.1 Define Change Management Concepts in F&B Service
- › 1.2 Identify Key Drivers of Change in the F&B Industry
- › 1.3 Explore the Importance of Innovation in F&B Service
- › 1.4 Analyze Stakeholder Roles in Change Management Processes
- › 1.5 Develop a Change Management Strategy for F&B Operations
- › 1.6 Evaluate the Impact of Change Initiatives on Customer Experience

• 2 Identifying Opportunities for Innovation in F&B — 6 classes

- › 2.1 Analyze Current Trends in F&B to Identify Innovation Gaps
- › 2.2 Conduct SWOT Analysis to Pinpoint Opportunities for Change
- › 2.3 Engage Stakeholders for Insights on Innovation Potential
- › 2.4 Explore Technology Integration to Enhance Customer Experience
- › 2.5 Prototype Innovative Ideas through Collaborative Workshops
- › 2.6 Evaluate the Impact of Innovations on F&B Operations

• 3 Strategic Planning for Change and Innovation — 6 classes

- › 3.1 Analyze Current Trends Impacting Change and Innovation
- › 3.2 Define Strategic Goals for Change Management
- › 3.3 Identify Stakeholders in the Change Process
- › 3.4 Develop a Comprehensive Change Management Plan
- › 3.5 Implement Innovative Solutions to Drive Change
- › 3.6 Evaluate the Success of Change Initiatives

• 4 Implementing Change: Tools and Techniques for F&B Leaders — 6 classes

- › 4.1 Analyze the Need for Change in F&B Operations
- › 4.2 Explore Change Management Models for F&B Leaders
- › 4.3 Assess Stakeholder Impact and Engagement Strategies
- › 4.4 Develop an Effective Communication Plan for Change
- › 4.5 Implement Change Initiatives: Tools and Best Practices
- › 4.6 Evaluate Change Outcomes and Innovate for Continuous Improvement

• 5 Evaluating the Impact of Change and Sustaining Innovation — 6 classes

- › 5.1 Assess Change Impact on Operational Efficiency
- › 5.2 Analyze Stakeholder Responses to Change Initiatives
- › 5.3 Identify Key Metrics for Sustaining Innovation
- › 5.4 Implement Feedback Loops to Enhance Adaptability
- › 5.5 Develop Strategies for Continuous Innovation
- › 5.6 Create Action Plans for Long-term Change Sustainability

• 1 Introduction to Financial Concepts in F&B Management — 6 classes

- › 1.1 Define Key Financial Terms in F&B Management
- › 1.2 Explain the Importance of Budgeting for F&B Operations
- › 1.3 Identify Common Financial Statements Used in F&B
- › 1.4 Analyze Revenue Streams in Food and Beverage Businesses
- › 1.5 Calculate Key Performance Indicators for F&B Management
- › 1.6 Create a Basic Financial Plan for an F&B Concept

• 2 Budgeting and Forecasting in F&B Operations — 6 classes

- › 2.1 Define and Understand Budgeting Concepts in F&B Operations
- › 2.2 Identify Key Components of an F&B Budget
- › 2.3 Analyze Historical Financial Data for Accurate Forecasting
- › 2.4 Develop Practical Budgeting Techniques for F&B Departments
- › 2.5 Create a Sample Budget for a Hypothetical F&B Operation
- › 2.6 Evaluate Budget Performance and Adjust Forecasts Accordingly

• 3 Cost Control Strategies for F&B Services — 6 classes

- › 3.1 Identify Key Cost Components in F&B Services
- › 3.2 Analyze Historical Cost Data for Effective Forecasting
- › 3.3 Develop a Budget Template for F&B Operations
- › 3.4 Implement Inventory Control Measures to Minimize Waste
- › 3.5 Evaluate Supplier Contracts for Cost Efficiency
- › 3.6 Create a Cost Management Action Plan for Future Improvements

• 4 Financial Performance Analysis of F&B Departments — 6 classes

- › 4.1 Evaluate Key Performance Indicators for F&B Departments
- › 4.2 Analyze Revenue Streams and Cost Structures
- › 4.3 Conduct a Comparative Financial Performance Benchmarking
- › 4.4 Interpret Financial Statements Specific to F&B Operations
- › 4.5 Identify Trends and Forecast Future Financial Outcomes
- › 4.6 Develop a Strategic Financial Plan for F&B Growth

• 5 Strategic Financial Decision-Making in F&B Management — 6 classes

- › 5.1 Analyze Key Financial Metrics for F&B Success
- › 5.2 Assess Cost Structures and Profit Margins in F&B Operations
- › 5.3 Evaluate Budgeting Techniques for Effective F&B Management
- › 5.4 Explore Cash Flow Management Strategies in the F&B Sector
- › 5.5 Implement Financial Forecasting Models for Strategic Growth
- › 5.6 Develop a Strategic Financial Plan to Enhance F&B Competitiveness

• 1 Understanding Key Metrics in F&B Operations — 6 classes

- › 1.1 Defining Key Metrics in F&B Operations
- › 1.2 Analyzing Revenue Per Available Seat Hour (RevPASH)
- › 1.3 Exploring Food Cost Percentage and Its Impact
- › 1.4 Evaluating Labor Cost Efficiency in the F&B Sector
- › 1.5 Interpreting Customer Satisfaction Indexes
- › 1.6 Applying Metrics to Improve Operational Efficiency

• 2 Streamlining Processes and Workflow Optimization — 6 classes

- › 2.1 Understanding Workflow in F&B Operations
- › 2.2 Identifying Bottlenecks and Inefficiencies
- › 2.3 Mapping Processes for Clarity and Efficiency
- › 2.4 Implementing Technology for Streamlined Operations
- › 2.5 Training Staff for Optimal Workflow Implementation
- › 2.6 Evaluating and Adapting Processes for Continuous Improvement

• 3 Inventory Management and Cost Control Strategies — 6 classes

- › 3.1 Understand Key Concepts in Inventory Management
- › 3.2 Analyze Inventory Turnover and Its Importance
- › 3.3 Implement Effective Stock Control Techniques
- › 3.4 Evaluate Cost Control Measures for F&B Operations
- › 3.5 Utilize Technology for Inventory Tracking
- › 3.6 Develop a Strategic Inventory Management Plan

• 4 Leveraging Technology for Efficiency — 6 classes

- › 4.1 Identify Key Technologies Transforming F&B Operations
- › 4.2 Analyze the Impact of POS Systems on Service Speed
- › 4.3 Explore Automation Tools for Inventory Management
- › 4.4 Implement Table Management Software for Optimized Seating
- › 4.5 Evaluate the Benefits of Customer Feedback Technology
- › 4.6 Develop a Technology Adoption Plan for F&B Efficiency

• 5 Quality Assurance and Continuous Improvement — 6 classes

- › 5.1 Identify Key Quality Assurance Metrics in F&B Operations
- › 5.2 Analyze Customer Feedback for Continuous Improvement
- › 5.3 Implement Standard Operating Procedures for Consistency
- › 5.4 Design and Conduct Internal Audits for Quality Control
- › 5.5 Develop Employee Training Programs Focused on Quality Awareness
- › 5.6 Create a Continuous Improvement Action Plan for F&B Services

• 1 Understanding Quality Standards in F&B Service — 6 classes

- › 1.1 Define Quality Standards in F&B Service
- › 1.2 Identify Key Components of Customer Experience in F&B
- › 1.3 Analyze the Impact of Quality Standards on Customer Satisfaction
- › 1.4 Evaluate Industry Benchmarks for F&B Service Quality
- › 1.5 Develop a Quality Assurance Framework for F&B Operations
- › 1.6 Implement Feedback Mechanisms to Enhance Quality in F&B Service

• 2 Measuring Customer Experience in F&B Operations — 6 classes

- › 2.1 Define Key Metrics for Measuring Customer Experience in F&B
- › 2.2 Analyze Customer Feedback Methods in F&B Operations
- › 2.3 Implement Effective Surveys for Customer Insights
- › 2.4 Evaluate the Role of Mystery Shoppers in Quality Assessment
- › 2.5 Utilize Data Analytics to Interpret Customer Experience Trends
- › 2.6 Develop Action Plans Based on Customer Experience Measurements

• 3 Developing a Quality Management Framework for F&B Service — 6 classes

- › 3.1 Define Quality Management Principles in F&B Service
- › 3.2 Identify Key Components of a Quality Management Framework
- › 3.3 Analyze Customer Expectations in Food and Beverage Experiences
- › 3.4 Develop Standards for Quality Service Delivery
- › 3.5 Implement Monitoring and Evaluation Tools for F&B Quality
- › 3.6 Create an Action Plan for Continuous Improvement in Customer Experience

• 4 Implementing Continuous Improvement Strategies in F&B Operations — 6 classes

- › 4.1 Assess Current F&B Operations for Improvement Opportunities
- › 4.2 Identify Customer Feedback Mechanisms for Quality Enhancement
- › 4.3 Develop Actionable Continuous Improvement Plans
- › 4.4 Implement Effective Training Programs for Staff Engagement
- › 4.5 Monitor and Evaluate the Impact of Improvement Strategies
- › 4.6 Foster a Culture of Continuous Improvement in F&B Operations

• 5 Leveraging Customer Feedback for Quality Enhancement — 6 classes

- › 5.1 Understand the Importance of Customer Feedback in Quality Management
- › 5.2 Identify Different Types of Customer Feedback Channels
- › 5.3 Analyze Customer Feedback for Quality Insights
- › 5.4 Develop Actionable Strategies Based on Customer Feedback
- › 5.5 Implement Changes for Enhanced Customer Experience
- › 5.6 Evaluate the Impact of Changes on Customer Satisfaction

• 1 Understanding the F&B Strategic Landscape — 6 classes

- › 1.1 Exploring the F&B Strategic Environment
- › 1.2 Identifying Key Drivers in F&B Strategy
- › 1.3 Analyzing Market Trends and Consumer Preferences
- › 1.4 Evaluating Competitors and Positioning
- › 1.5 Developing Strategic Objectives in F&B
- › 1.6 Applying Strategic Tools for F&B Success

• 2 Developing Customer-Centric Strategies in F&B — 6 classes

- › 2.1 Understanding Customer Needs in F&B
- › 2.2 Analyzing Customer Feedback Effectively
- › 2.3 Designing Customer-Centric Service Processes
- › 2.4 Implementing Personalization in F&B Services
- › 2.5 Adapting Strategies to Diverse Customer Segments
- › 2.6 Evaluating the Impact of Customer-Centric Approaches

• 3 Resource Allocation and Operational Efficiency — 6 classes

- › 3.1 Understanding Resources in F&B Operations
- › 3.2 Assessing Operational Needs and Priorities
- › 3.3 Evaluating Resource Allocation Strategies
- › 3.4 Implementing Cost-Effective Practices
- › 3.5 Monitoring and Improving Operational Efficiency
- › 3.6 Analyzing Case Studies in Successful Resource Management

• 4 Innovation and Change Management in F&B — 6 classes

- › 4.1 Understanding the Role of Innovation in F&B
- › 4.2 Identifying Trends and Opportunities in F&B
- › 4.3 Developing a Culture of Creativity in F&B Teams
- › 4.4 Implementing Change Management Strategies in F&B
- › 4.5 Overcoming Resistance to Change in the F&B Sector
- › 4.6 Evaluating the Impact of Innovation and Change in F&B

• 5 Strategic Leadership and Performance Evaluation — 6 classes

- › 5.1 Understanding Strategic Leadership in F&B
- › 5.2 Identifying Key Performance Indicators for F&B Management
- › 5.3 Analyzing Leadership Styles and Their Impact on F&B Performance
- › 5.4 Evaluating Performance Through Financial Metrics in F&B
- › 5.5 Implementing Performance Feedback Loops in F&B Teams
- › 5.6 Applying Strategic Leadership to Enhance F&B Performance