Hospitality Career Pathways

typsy

hospitality NEW ZEALAND

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Food service

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Body language basics
Duration: 33m 43s

Customer (experiential) service
Duration: 13m 39s

Induction I

Front of house essentials
Duration: 49m 09s

Hosting
Duration: 50m 27s

F&B Essentials II

Time management for servers
Duration: 32m 32s

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Fine dining service
Duration: 43m 16s

Banqueting service
Duration: 52m 50s

F&B Service II

Espresso coffee fundamentals
Duration: 44m 20s

Espresso coffee drinks
Duration: 19m 52s

F&B Soft Skills

Teaching sales skills to servers
Duration: 41m 48s

Sales techniques for food & beverage
Duration: 39m 57s

Customer service

Customer service recovery
Duration: 38m 32s

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Duration: 45m

Guest experience fundamentals
Duration: 40m 45s

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Duration: 49m 09s

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Duration: 36m 18s

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Duration: 29m 24s

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Duration: 50m 03s

Emotional intelligence fundamentals
Duration: 49m 56s

Offering service to guests with disabilities
Duration: 1hr 43s

Front office

Induction I

Body language basics
Duration: 33m 43s

Customer (experiential) service
Duration: 13m 39s

Front Office Essentials/ Pre-openning

Introduction to front office
Duration: 37m 22s

Front desk check-in and check-out
Duration: 48m 31s

Guest experience fundamentals
Duration: 40m 45s

Interacting with guests
Duration: 49m 09s

Front Office Essentials II

Butler fundamentals
Duration: 42m 35s

Porter fundamentals
Duration: 29m 40s

Concierge fundamentals
Duration: 41m 38s

Front Office Soft Skills

Front desk upselling
Duration: 36m 02s

Emotional intelligence fundamentals
Duration: 49m 56s

Strengthening resilience
Duration: 41m 38s

Introduction to Housekeeping

Housekeeping principles
Duration: 42m 25s

Housekeeping applications
Duration: 49m 47s

Housekeeping

Induction I

Body language basics
Duration: 33m 43s

Customer (experiential) service
Duration: 13m 39s

Guest experience fundamentals
Duration: 40m 45s

Housekeeping Essencials /Pre-opening

Housekeeping principles
Duration: 42m 25s

Housekeeping applications
Duration: 49m 42s

Interacting with guests
Duration: 49m 09s

Housekeeping Best Practices

Infection cleaning principles for hotels
Duration: 32m 32s

Cleaning practices for infection control
Duration: 27m 09s

Laundry operations
Duration: 48m 49s

Housekeeping Soft Skills

Emotional intelligence fundamentals
Duration: 49m 56s

Strengthening resilience
Duration: 41m 38s

Culinary

Induction I

Introduction to the kitchen
Duration: 50m 25s

WHS - Manual handling
Duration: 17m 24s

Kitchen Fundamentals

Knife essentials
Duration: 40m 46s

Mise en place
Duration: 20m 03s

Kitchen practices

WHS - Personal protective equipment
Duration: 12m 27s

Sustainable food practices
Duration: 42m 57s

Principles of HACCP
Duration: 39m 08s

Optional/additional

Emotional intelligence fundamentals
Duration: 49m 56s

Strengthening resilience
Duration: 41m 38s

Pastry fundamentals
Duration: 41m 01s

The art of menu engineering
Duration: 38m 04s

Better food cost management
Duration: 54m 36s

Food safety and hygiene fundamentals
Duration: 43m 57s

WHS - Slips, trips & falls
Duration: 13m 43s

Leadership pathways

Leadership Introduction

Introduction to leadership
Duration: 37m 07s

Introduction to hospitality management
Duration: 30m 35s

Effective communication with staff
Duration: 21m 26s

Leading and motivating teams
Duration: 36m 03s

Leadership I

Relationships for leaders
Duration: 58m 55s

Training fundamentals
Duration: 46m 36s

Rostering management
Duration: 41m 26s

Problem solving and creative thinking
Duration: 48m 52s

Strengthening resilience
Duration: 41m 38s

Leadership II

Managing team performance
Duration: 43m 53s

Recruitment and onboarding
Duration: 46m 02s

Hotel finance for non-finance managers
Duration: 36m 07s

Cash flow management
Duration: 40m 54s

Fundamentals of hotel revenue management
Duration: 51m 02s

Leadership III

Advanced hotel revenue management
Duration: 42m 14s

Optimizing your hospitality business
Duration: 43m 48s

Profit and loss essentials
Duration: 59m 35s

Improving hospitality business operations
Duration: 44m 40s

General Data Protection Regulation (GDPR)
Duration: 55m 24s

Leadership Culinary

Better food cost management
Duration: 54m 36s

The art of menu engineering
Duration: 38m 4s

Food delivery operations
Duration: 36m 32s

Sustainable food practices
Duration: 42m 57s

Kitchen leadership for executive chefs
Duration: 31m 27s

Leadership Marketing

Writing 101 for hospitality businesses
Duration: 29m 16s

The art of menu engineering
Duration: 38m 4s

Instagram for hospitality businesses
Duration: 38m 29s

Leadership EI, Resilience and Recognition

Emotional intelligence fundamentals
Duration: 49m 56s

Strengthening resilience
Duration: 41m 38s

Diversity, equity, and inclusion
Duration: 36m 17s

Effective communication with staff
Duration: 21m 26s

Bar service

Induction I

Body language basics
Duration: 33m 43s

Customer (experiential) service
Duration: 13m 39s

Guest experience fundamentals
Duration: 40m 45s

Bartending Essentials I

Responsible Service of Alcohol Standards NZ Duration 60m

Bartending for beginners
Duration: 30m 05s

Interacting with guests
Duration: 49m 09s

Bartending Essentials II

Wine knowledge essentials
Duration: 45m 36s

Wine 101 for servers
Duration: 28m 24s

Champagne essentials
Duration: 52m 35s

Bartending Essentials III

Beer basics
Duration: 43m 16s

Draft beer operations
Duration: 52m 50s

German beers
Duration: 38m 01s

Guinness
Duration: 20m 08s

Bartending Recipes I

Whiskey basics
Duration: 36m 57s

Gin basics
Duration: 28m 17s

Vodka basics
Duration: 25m 05s

Rum fundamentals
Duration: 42m 41s

Bartending Recipes II

Classic whiskey cocktails
Duration: 11m 14s

Gin cocktails
Duration: 22m 07s

Vodka cocktails
Duration: 34m 14s

Rum cocktails
Duration: 38m 02s

Bartending Soft Skills

Emotional intelligence fundamentals
Duration: 49m 56s

Strengthening resilience
Duration: 41m 38s

COVID Best Practices

COVID-19 hygiene & cleaning practices for service staff
Duration: 26m 08s

COVID-19 responsibility & service tips
Duration: 21m 04s

Service practices during COVID-19 recovery
Duration: 26m 24s