

Graduate Programme in Restaurants with Department Rotations

Duration: 18 months

Employment: Full-time

Schedule: Monday - Friday (with occasional weekend shifts for practical experience)

Week 1 to 12 – Overview of Restaurant Management

Week 1-4: Introduction to Restaurant Industry

- Overview of the Restaurant industry: types of Restaurants, trends, and customer expectations
- Key management roles in a Restaurant
- Customer service principles in dining establishments
- The role of food and beverage in overall restaurant success

Week 5-8: Organisational Behaviour in Restaurants

- Leadership and communication in Restaurant teams
- Managing diverse teams: Front of House and Back of House
- Conflict resolution, motivation, and team dynamics
- Effective leadership styles in fast-paced Restaurant settings

Week 9-12: Customer Service Excellence

- Principles of exceptional service in Restaurants
 - Managing guest expectations and handling complaints
 - Creating memorable dining experiences
 - Upselling and cross-selling techniques for F&B
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Additional Components:

- **Workshops & Seminars:** Weekly or monthly sessions with industry experts
- **Networking Events:** Opportunities for professional networking with Restaurant Managers
- **Site visits:** Restaurants, pop-up dining experiences, or industry events
- **Soft Skills Development:** Communication, leadership, time management, and conflict resolution

Graduate Rotation Schedule : Department Rotations (Hands-On Training)

Month 1-3: Front of House Service

- **Roles:** Waitstaff, Host/Hostess, Maître D', Service Supervisor
- Greeting and seating guests, managing reservations
- Taking orders, menu knowledge, and upselling techniques
- Understanding the flow of service (from greeting to billing)
- Handling customer enquiries, complaints, and special requests
- Ensuring a clean and organised dining environment
- Working with POS systems and managing transactions

Month 4-6: Bar and Beverage Service

- **Roles:** Bartender, Barback, Beverage Manager
- Introduction to Bartending: preparing classic cocktails, beer, and wine service
- Knowledge of alcohol, wine pairings, and cocktail trends
- Inventory Management: tracking stock, ordering supplies
- Creating and maintaining a unique drink menu
- Ensuring compliance with alcohol laws and health regulations
- Guest interaction, providing recommendations, and upselling

Month 7-9: Kitchen & Food Preparation

- **Roles:** Chef, Sous Chef, Line Cook, Kitchen Assistant
- Introduction to Kitchen Operations: prep, cooking, and plating
- Understanding food safety standards and kitchen hygiene
- Learning about menu planning, costing, and inventory management
- Managing kitchen staff, food preparation, and portion control
- Coordinating with Front of House for smooth service delivery
- Exposure to special dietary requirements and allergies

Month 10-12: Head Office and Restaurant Management

- **Roles:** Restaurant Manager, Operations Manager, Finance & HR
- Introduction to Restaurant financials: budgeting, revenue tracking, and cost control
- Human Resources: Hiring, Training, Staff Management, and Payroll
- Marketing and promotion strategies for Restaurants
- Creating and managing operational schedules and workflows
- Customer Relationship Management (CRM) and loyalty programmes
- Analysing and responding to customer feedback, reviews, and surveys

Month 13-15: Advanced Front of House & Service Management

- **Roles:** Senior Server, Assistant Manager
- Managing high-volume service during peak hours
- Training new staff on service standards
- Handling large parties, special events, and VIP guests
- Managing customer relations and resolving complex issues
- Supervising the dining room floor and service staff
- Managing reservations and optimising seating efficiency

Month 16-18: Restaurant Operations & Strategy

- **Roles:** General Manager, Operations Director, Marketing Manager
 - Overseeing daily operations and ensuring quality control
 - Understanding key performance indicators (KPIs) in Restaurant Management
 - Developing and implementing business strategies to increase profitability
 - Managing supplier relationships and vendor negotiations
 - Brand development and Restaurant positioning
 - Leading cross-departmental teams: Front of House, Kitchen, Bar, and Management
 - Crisis management and operational contingency planning
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Final Presentation (End of Programme)

- In-depth research project focused on a specific area e.g.
 - Improving guest satisfaction
 - Streamlining operations
 - Sustainability in Hospitality
- Present the final project to a Management panel and industry professionals
- Integration of learnings from all rotations into a comprehensive proposal or plan which include any:
 - Timelines (length of project or suggested implementation date)
 - Cost implications
 - Tech integrations
 - Company savings
 - People/team support