

Graduate Programme in Pub Management 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 Pub Management

Week 1-4: Introduction to the Pub Industry

- Overview of the Pub industry, including the variety of Pub styles (traditional, gastropubs, craft beer pubs, etc.)
- Understanding the Pub's role in local communities and hospitality
- Key Management roles and responsibilities in Pub Operations
- Legal regulations: licensing laws, health & safety, and alcohol regulations

Week 5-8: Organisational Behaviour and Management in Pubs

- Leadership styles and effective Team Management in a Pub environment
- Staff training and motivation
- Conflict resolution and problem-solving in a high-paced Pub setting
- The importance of communication between Front of House and Back of House

Week 9-12: Customer Service Excellence

- Providing exceptional customer service in a Pub environment
 - Dealing with challenging situations (drunk customers, customer complaints, etc.)
 - Developing and maintaining customer loyalty and satisfaction
 - Upselling techniques for drinks and food
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Additional Components:

- **Workshops & Seminars:** Weekly or monthly sessions with industry experts
- **Networking Events:** Opportunities to meet pub industry professionals & suppliers
- **Site visits:** Breweries, Pub operations, and Pub chain headquarters
- **Soft Skills Development:** Communication, leadership, time management, conflict resolution, and teamwork

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

Month 1-3: Front of House Service

- **Roles:** Waitstaff, Host/Hostess, Service Supervisor
- Greeting and seating guests, managing reservations
- Taking orders, menu knowledge, and upselling food and drink
- Handling customer enquiries and complaints
- Managing customer expectations and providing timely service
- Organising and maintaining a clean and tidy service area
- Use of POS systems for billing and managing orders

Month 4-6: Bar and Beverage Service

- **Roles:** Bartender, Barback, Bar Manager
- Preparation of classic and signature cocktails, as well as beer, wine, and spirits
- Knowledge of beer styles, cocktails, wine pairings, and non-alcoholic beverages
- Managing the bar's stock, including ordering, rotating, and tracking inventory
- Compliance with licensing laws and responsible alcohol service
- Engaging with customers, upselling beverages, and promoting specials
- Managing bar area cleanliness and organisation

Month 7-9: Kitchen & Food Preparation

- **Roles:** Chef, Sous Chef, Line Cook, Kitchen Assistant
- Introduction to Kitchen Operations in a Pub: food prep, cooking, and plating
- Learning about Pub menu offerings (Pub classics, light bites, comfort foods)
- Maintaining food safety standards and cleanliness in the kitchen
- Managing food orders and coordinating with front of house for seamless service
- Costing, portion control, and managing food waste
- Stock rotation and inventory management for kitchen supplies

Month 10-12: Operations Management & Pub Running

- **Roles:** Pub Manager, Assistant Manager, Operations Supervisor
- Overseeing the daily running of the Pub: Staffing, Customer Service, and Operational flow
- Creating and managing operational schedules and labour costs
- Budgeting and controlling costs in the Pub (food & beverage, utilities, staffing)
- Marketing the Pub: promotions, events, and seasonal offerings
- Health and safety compliance: fire regulations, hygiene, and workplace safety
- Managing relationships with suppliers and vendors

Month 13-15: Cellar Management & Beer Knowledge

- **Roles:** Cellar Manager, Beer Specialist
- Understanding the importance of Cellar Management in a Pub (temperature control, storage)
- Cleaning and maintaining beer lines and pipes to prevent contamination
- Learning the processes of changing and maintaining beer barrels (draught beer)
- Knowledge of cask ales, keg beers, and craft beer offerings
- Beer quality control: ensuring freshness, taste, and appearance of beer
- Managing beer inventory, rotating stock, and ordering new deliveries

Month 16-18: Head Office & Strategic Management

- **Roles:** Operations Manager, HR Manager, Finance, Marketing
 - Introduction to Strategic Management in the Pub business
 - Managing Pub Operations at a corporate level (if part of a chain) or individual Pub
 - Human Resources Management: staff hiring, training, payroll, and legal compliance
 - Marketing and branding of the Pub: digital marketing, events, and customer engagement
 - Managing financials: budgets, forecasting, revenue tracking, and cost control
 - Managing customer feedback and implementing changes based on reviews
 - Developing long-term business strategies to increase profitability and customer base
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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