



Agylia offers a range of Hospitality eLearning courses that provides learners with the essential skills and industry specific knowledge they need to become effective quickly.

All of our Hospitality courses are endorsed by the Institute of Hospitality.

These off-the-shelf courses are available immediately and at low cost and provide you with a comprehensive range of high quality content for your Agylia platform. The content is continuously updated to ensure your learners are always up-to-date.

The eLearning courses are easily added to your Agylia Learning Management System (LMS), and are fully responsive, providing a great user experience across desktop, tablet and mobile devices. Whether learners are in the office, at home, travelling or working away, they'll have access to their eLearning.

Building Relationships Through Conversation (25 mins)

This module looks at the importance of building relationships through conversation. The module will look at some practical tips for how learners can do this to ensure a positive guest experience.

Customer Care (35 mins)

Good customer service makes all the difference, particularly in the hospitality industry. It plays a huge part in how we feel about an establishment, including how much of our precious time and money we spend with them.

This module looks at why customer service is such an important factor in the hospitality industry, before exploring some actions and behaviours that learners can use in their roles. We focus on two key aims: exceeding customer expectations and maximising sales opportunities.

Delivering a Friendly and Personalised Guest Experience (25 mins)

This module takes learners through delivering a friendly and personalised experience.

It covers what a friendly and personalised experience looks like, what it means to read the guest, and what actions and behaviours the service provider can show to help deliver the best guest experience.

Delivering Effortless Service (25 mins)

This module will show learners how to **deliver effortless service** to guests.

It introduces what effortless service is and why it's important, and gives practical advice on how to offer service that feels effortless to both the service provider and guests.

Efficient Payment and Friendly Goodbyes (25 mins)

This module will show how to handle payments and goodbyes when serving guests.

It outlines what an efficient payment and friendly goodbye looks like and why they're important, and gives learners practical advice on how to get payment and the goodbye right.

Encouraging Recommendations (25 mins)

This module looks at encouraging guest recommendations.

It covers what makes a guest share their experience, why recommendations are so important, and how learners can actively encourage guests to make a recommendation.

Ensuring Excellent Quality Products (25 mins)

This module looks at how to ensure the products in venues are of the best quality possible.

It covers what ensuring product quality means, highlights the importance of product quality, and provides some practical tips for maintaining product quality throughout our business.

Fire Safety (30 mins)

In this module learners will find out about the main causes and effects of fires in the workplace and what to do in the event of a fire. They'll learn how to control fire risks and all about using and maintaining fire safety equipment.

Food Allergens (40 mins)

The law states that certain rules relating to food and drink must be followed to avoid allergen situations, and these regulations apply to hotels, restaurants, caterers, pubs, street food sellers, bakers, sandwich makers and other such parties, across the whole of Europe.

This module will provide the learner with an improved understanding of the common food allergies and intolerances, including how to set up controls for them in the hotel environment.

We also cover the physical reactions to these allergens and how to treat those who experience a reaction.

Food Safety Level 1 (75 mins)

This module introduces food safety and the importance of good food hygiene. Learners will learn about the role of cleaning in keeping food and equipment safe from contamination and how food should be handled to prevent contamination.

Food Safety Level 2 (90 mins)

Moving on from Level 1, in this module learners will learn about the importance of food-handling responsibilities and

find out more about food safety hazards, the harm they can cause and what you can do to avoid them.

They'll also discover the appropriate temperatures for freezing, chilling, cooking and reheating food, and for keeping food hot. Cleaning practice and information on facilities and equipment are also covered.

Getting Guests Through the Door (25 mins)

This module explains the impact on getting guests through the door and looks at the various ways organisations can attract more guests to interact with their business.

Getting the Timings Right (25 mins)

This module looks at how to get the timings right when looking after guests.

It outlines why getting the pace right for individual guests is so important and what this feels like for both the service provider and the guest. The module also gives learners practical advice on how to get the pace right, every time.

Happier Guests Spend More (25 mins)

This module explains how to make guests happy and encourage them to spend more.

The module also covers why upselling is important and provides some useful tips.

Hazard Analysis and Critical Control Points (20 mins)

This module explains what HACCP (Hazard Analysis and Critical Control Points) is and the benefits of using HACCP in the workplace. It also looks at the six elements of HACCP.

Please note that this course assumes learners have already completed the modules on Health and Safety and Food Safety as these modules contain learning that is relevant to good HACCP practice, including handwashing, cleaning as you go, personal hygiene, and stock rotation.

Health and Safety (30 mins)

Topics covered in this module include the main legal responsibilities of employers and employees, hazards and risks in the workplace and the importance of maintaining suitable workplace conditions.

The module also takes a look at the importance of following procedures in your workplace.

Licensing Law for Employees Working in the Bar (20 mins)

This module looks at what alcohol is and the effect it has on the human body. We focus on the main objectives of the Licensing Act 2003 and the duties of bar employees under the Act.

Learners will also learn about how to avoid conflict and how to deal with conflict if it does arise.

Licensing Law for Employees Working in the Bar in Scotland (20 mins)

This module looks at what alcohol is and the effect it has on the human body. We focus on the main objectives of the Licensing Act 2003 and the duties of bar employees under the Act.

Learners will also learn about how to avoid conflict and how to deal with conflict if it does arise.

Making Every Guest Feel Welcome (25 mins)

This module looks at making every guest feel welcome.

Learners will look at the importance of providing guests with a warm reception, before exploring the ingredients that go into a great welcome. The module will also point out some things to avoid.

Overview of the Corporate Manslaughter and Corporate Homicide Act 2007 (30 mins)

This module has been created as an introduction to the Corporate Manslaughter Act in England and Wales and the

Corporate Homicide Act in Scotland. Situations that could result in an organisation being prosecuted under these acts need to be avoided at all costs, so it's important that everyone has an understanding of how to do this.

Each topic is built around the study of a real-life case that made national headlines and, as the course is part of the Hospitality Catalogue, examples are focussed on situations that chime with professionals in this field.

Preventing Child Sexual Exploitation (40 mins)

This module aims to raise awareness of CSE and human trafficking, and to describe their impact on the hospitality industry.

We focus on the main types of exploitation and areas of risk in the hospitality industry and key ethical responsibilities.

Learners will also define the three R's and outline the consequences of ignoring a suspected CSE case.

Pride In Our Appearance (25 mins)

This module looks at the importance of taking pride in one's appearance. What does this mean, and how can someone keep on top of looking their best at all times?

Showing Passion for What We Offer (25 mins)

This module covers the importance of showing passion for what an organisation provides.

The module looks at what showing passion for products entails, how showing passion can impact both a learner's and guests' satisfaction, and the actions they can take to ensure passion is applied each and every time they work.

Find out more about Agylia

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