

Restaurant Supervisory Skills Training Spring 2019

Statement of Need – Restaurant managers are often exceptional employees (servers, bartenders, etc.) who have been identified for their abilities and promoted to a position in which they will lead and manage others. While they have the mind-set and skills to perform the work themselves, they may not have what it takes to create the mindset and develop the skill in others. Customer service is key, along with building leadership capacity and financial acumen.

Outcomes – Participants will:

- ✓ Overview the theory and practice of guest service as well as the value of building guest loyalty.
- ✓ Explore concepts around leading others and best practices in creating a team of willing followers.
- ✓ Make application to their employees / organization.
- ✓ Experience fundamental operational and accounting principles on managing and controlling a foodservice facility.

All programs will take place from 10am – 2pm at NCC's Easton Site, 25 South Third Street, Easton, PA 18042

Schedule

Session 1 – Customer Service: Monday February 4, 2019

Session 2 – The Mindset of a Leader: Monday February 11, 2019

Session 3 – Best Practices in Leadership: Monday February 18, 2019

Session 4 – Fundamentals of Restaurant Finance: Monday February 25, 2019

