LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

# Introduction to Events & Banqueting

*Workshop Level*


**LAPT — London Academy of Professional Training**

**Address** 85 Great Portland Street, W1W 7LT, London, United Kingdom

**Email** info@lapt.org

**Telephone** +44 7513 283044

**Web** lapt.org


**Reference** HS-EVB-W • Hospitality Centres (old)


UKPRN 10067351 • Registered in England and Wales, company 4984798

| 6 | 18 | 72 | 440 | 60% | Lifetime |
|---|---|---|---|---|---|
| SUBJECTS | CHAPTERS | CLASSES | TOTAL MARKS | PASS MARK | VALIDITY |

## AT A GLANCE

| | |
|---|---|
| REFERENCE | **HS-EVB-W** |
| AWARD | **Certificate** |
| ASSESSMENT | **440 marks — 264 to pass (60%)** |
| PREREQUISITES | **None** |
| VALIDITY | **Lifetime** |
| AWARDING BODY | **LAPT — London Academy of Professional Training** |

## CURRICULUM

### 1 Guest Reception Basics

3 chapters · 12 classes · 65 marks

- **1 Understanding Guest Needs** — 4 classes
  - 1.1 Identifying Guest Preferences
  - 1.2 Anticipating Guest Expectations
  - 1.3 Creating a Welcoming Atmosphere
  - 1.4 Gathering Feedback Effectively
- **2 Managing Reception Information** — 4 classes
  - 2.1 Organizing Guest Lists
  - 2.2 Using Technology for Reception
  - 2.3 Communicating Key Information
  - 2.4 Maintaining Confidentiality
- **3 First Impressions Matter** — 4 classes
  - 3.1 Dressing for Success
  - 3.2 Greeting Guests Professionally
  - 3.3 Body Language and Communication
  - 3.4 Creating Positive Interactions

### 2 Room Setup Techniques

3 chapters · 12 classes · 65 marks

- **1 Furniture Arrangement** — 4 classes
  - 1.1 Understanding Space Utilization
  - 1.2 Types of Furniture for Events
  - 1.3 Creating Flow in Layouts
  - 1.4 Adjusting for Accessibility
- **2 Equipment Setup** — 4 classes
  - 2.1 Identifying Necessary Equipment
  - 2.2 Proper Placement of Audio-Visuals
  - 2.3 Testing Equipment Functionality
  - 2.4 Safety Precautions with Equipment
- **3 Following Setup Instructions** — 4 classes
  - 3.1 Interpreting Setup Diagrams
  - 3.2 Communicating with Team Members
  - 3.3 Adapting to Last-Minute Changes
  - 3.4 Confirming Setup Completion

## 3 Food and Beverage Service

3 chapters · 12 classes · 65 marks

- **1 Serving Techniques** — 4 classes
  - 1.1 Understanding Plate Presentation
  - 1.2 Pouring Drinks with Style
  - 1.3 Using Serving Utensils Properly
  - 1.4 Timing Your Service Right
- **2 Working Under Supervision** — 4 classes
  - 2.1 Understanding Roles and Responsibilities
  - 2.2 Effective Communication with Supervisors
  - 2.3 Following Instructions Accurately
  - 2.4 Reporting Issues Promptly
- **3 Guest Interaction During Service** — 4 classes
  - 3.1 Welcoming Guests Warmly
  - 3.2 Listening to Guest Needs
  - 3.3 Handling Guest Complaints Gracefully
  - 3.4 Creating a Positive Dining Experience

## 4 Post-Event Cleanup

3 chapters · 12 classes · 65 marks

- **1 Clearing Meeting Rooms** — 4 classes
  - 1.1 Identifying Waste and Debris
  - 1.2 Organizing Tables and Chairs
  - 1.3 Collecting Used Supplies
  - 1.4 Checking for Left Items
- **2 Returning Items to Place** — 4 classes
  - 2.1 Sorting Equipment and Materials
  - 2.2 Restoring Furniture Arrangement
  - 2.3 Returning Lost Items
  - 2.4 Documenting Returned Items
- **3 Ensuring Room Tidiness** — 4 classes
  - 3.1 Final Inspection of the Room
  - 3.2 Cleaning Surfaces and Floors
  - 3.3 Setting Up for Next Event
  - 3.4 Maintaining Cleanliness Standards

## 5 Effective Team Communication

3 chapters · 12 classes · 90 marks

- **1 Importance of Teamwork** — 4 classes
  - 1.1 Building Trust Among Team Members
  - 1.2 Roles and Responsibilities in a Team
  - 1.3 Collaboration for Event Success
  - 1.4 Encouraging Team Spirit
- **2 Communicating During Events** — 4 classes
  - 2.1 Effective Verbal Communication Techniques
  - 2.2 Non-Verbal Communication Cues
  - 2.3 Listening Skills for Event Success
  - 2.4 Handling Communication Challenges
- **3 Feedback and Support** — 4 classes
  - 3.1 Giving Constructive Feedback
  - 3.2 Receiving Feedback Gracefully
  - 3.3 Supporting Team Members Effectively
  - 3.4 Creating a Feedback Culture

## 6 Health and Safety Awareness

3 chapters · 12 classes · 90 marks

- **1 Recognizing Safety Guidelines** — 4 classes
  - 1.1 Identifying Hazardous Situations
  - 1.2 Understanding Emergency Exits
  - 1.3 Recognizing Fire Safety Signs
  - 1.4 Assessing Risk Factors
- **2 Basic Safety Procedures** — 4 classes
  - 2.1 Using Personal Protective Equipment
  - 2.2 Reporting Incidents Effectively
  - 2.3 Conducting Safety Drills
  - 2.4 Maintaining a Safe Workspace
- **3 Personal Hygiene Standards** — 4 classes
  - 3.1 Practicing Hand Hygiene
  - 3.2 Understanding Food Safety Practices
  - 3.3 Maintaining Clean Uniforms
  - 3.4 Implementing Personal Grooming