LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Food and Beverage Service

LAPT — London Academy of Professional Training

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4	186	1076	400	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

AWARD	**Certificate**
ASSESSMENT	**400 marks — 240 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1

Restaurant Service

70 chapters · 372 classes **100 marks**

- **1 Understanding Service Styles in F&B** — 6 classes
  - 1.1 Introduction to Service Styles in F&B: Exploring the Basics
  - 1.2 The Importance of Service Styles: Enhancing Customer Experience
  - 1.3 Table Service Techniques: Practical Application and Role Play
  - 1.4 Buffet Service Styles: Setting Up and Managing a Successful Buffet
  - 1.5 Beverage Service Styles: Crafting the Perfect Drink Experience
  - 1.6 Evaluating Service Styles: Feedback and Continuous Improvement
- **2 Table Service Techniques** — 6 classes
  - 2.1 Understanding Table Service Fundamentals
  - 2.2 Setting the Table: Essentials and Etiquette
  - 2.3 Mastering the Art of Food Presentation
  - 2.4 Effective Communication: Engaging with Guests
  - 2.5 Timing and Coordination: Serving with Precision
  - 2.6 Handling Customer Feedback: Turning Challenges into Opportunities
- **3 Buffet and Self-Service Concepts** — 6 classes
  - 3.1 Understanding Buffet Layouts: Designing for Efficiency
  - 3.2 The Art of Self-Service: Techniques for Smooth Operations
  - 3.3 Food Safety in Buffets: Best Practices for Hygiene
  - 3.4 Enhancing Guest Experience: Presentation and Accessibility
  - 3.5 Managing Food Waste: Strategies for Buffets and Self-Service
  - 3.6 Evaluating Buffet Success: Feedback and Improvement Techniques
- **4 Specialized Service Styles** — 6 classes
  - 4.1 Exploring the Essence of Specialized Service Styles
  - 4.2 Understanding the Customer: Tailoring Service Styles
  - 4.3 The Art of Table Setting: Creating Atmosphere for Specialized Services
  - 4.4 Engaging with Guests: Communication Techniques for Specialized Service
  - 4.5 Practical Application: Role-Playing Different Service Styles
  - 4.6 Evaluating Service Styles: Feedback and Improvement Strategies
- **5 Adapting Service Styles for Diverse Environments** — 6 classes
  - 5.1 Understanding Cultural Influences on Service Styles
  - 5.2 Assessing Customer Needs in Diverse Settings
  - 5.3 Adapting Communication Techniques for Different Cultures
  - 5.4 Implementing Inclusive Service Practices
  - 5.5 Role-Playing Scenarios for Diverse Customer Interactions
  - 5.6 Evaluating Service Style Effectiveness in Varied Environments
- **1 Understanding Tableware Categories** — 4 classes
  - 1.1 Exploring the Basics of Tableware Categories
  - 1.2 Identifying Different Types of Tableware
  - 1.3 Understanding the Functions of Various Tableware Items
  - 1.4 Applying Knowledge of Tableware Categories to Set a Table
- **2 Basic Tableware Placement Techniques** — 4 classes
  - 2.1 Understanding the Basics of Tableware Placement
  - 2.2 Identifying the Functions of Essential Tableware Items
  - 2.3 Practicing Proper Alignment of Plates and Utensils
  - 2.4 Applying Standard Tableware Layout in a Formal Setting
- **3 Advanced Table Setting Arrangements** — 4 classes
  - 3.1 Explore the Principles of Advanced Table Setting
  - 3.2 Master Napkin Folding Techniques for Formal Occasions
  - 3.3 Coordinate Cutlery and Glassware for Multi-Course Meals
  - 3.4 Execute a Complex Place Setting for Special Events
- **1 Understanding Service Etiquette Fundamentals** — 4 classes
  - 1.1 Recognizing the Importance of Service Etiquette
  - 1.2 Identifying Essential Table Setting Components
  - 1.3 Mastering Basic Table Service Techniques
  - 1.4 Applying Service Etiquette in Real-World Scenarios
- **2 Mastering Table Setting Techniques** — 4 classes
  - 2.1 Understanding Tableware: Identifying and Choosing the Right Tools
  - 2.2 Setting the Table: Step-by-Step Guide to a Standard Place Setting
  - 2.3 Enhancing Presentation: Techniques for Formal and Casual Settings
  - 2.4 Maintaining Etiquette: Dos and Don'ts of Table Setting and Service
- **3 Navigating Complex Service Interactions** — 4 classes
  - 3.1 Understanding Complex Service Situations
  - 3.2 Analyzing Customer Needs and Expectations
- **3 Menu Planning and Design Principles** — 6 classes
  - 3.1 Understanding Menu Types and Their Functions
  - 3.2 Analyzing Target Audience and Market Trends
  - 3.3 Crafting Visual and Descriptive Menu Elements
  - 3.4 Aligning Menu Design with Brand Identity
  - 3.5 Evaluating Nutrition and Dietary Considerations
  - 3.6 Implementing Cost and Pricing Strategies
- **4 Enhancing Customer Experience in Service** — 6 classes
  - 4.1 Understanding Customer Expectations in the Restaurant Industry
  - 4.2 Developing Effective Communication Skills for Customer Interaction
  - 4.3 Implementing Best Practices for Service Etiquette in Dining
  - 4.4 Utilizing Customer Feedback to Improve Service Quality
  - 4.5 Personalizing Service to Enhance Customer Satisfaction
  - 4.6 Measuring the Impact of Enhanced Service on Customer Experience
- **5 Advanced Beverage Service and Management** — 6 classes
  - 5.1 Understanding Beverage Types and Categories
  - 5.2 Analyzing Beverage Production and Quality Indicators
  - 5.3 Mastering Beverage Service Techniques
  - 5.4 Employing Effective Beverage Pairing Strategies
  - 5.5 Implementing Inventory Management for Beverages
  - 5.6 Evaluating Customer Preferences and Feedback in Beverage Service
- **1 Creating an Inviting Atmosphere** — 6 classes
  - 1.1 Understanding Guest Expectations
  - 1.2 Lighting Techniques for Ambiance
  - 1.3 Utilizing Colors Effectively
  - 1.4 Soundscapes and Background Music
  - 1.5 Creating a Welcoming Entrance
  - 1.6 Incorporating Cultural Elements
- **2 Setting Up Service Standards** — 6 classes
  - 2.1 Defining Service Excellence
  - 2.2 Establishing Standard Operating Procedures
  - 2.3 Training Staff on Service Protocols
  - 2.4 Monitoring Service Quality
  - 2.5 Feedback Mechanisms for Improvement
  - 2.6 Aligning Standards with Brand Values
- **3 Table Layout and Design** — 6 classes
  - 3.1 Understanding Different Table Configurations
  - 3.2 Optimal Spacing for Comfort
  - 3.3 Designing for Large Groups
  - 3.4 Incorporating Functional Elements
  - 3.5 Aesthetic Considerations in Layout
  - 3.6 Adapting Layout for Different Events
- **4 Ambiance and Decor Considerations** — 6 classes
  - 4.1 Choosing Appropriate Decor Styles
  - 4.2 Seasonal Decor Trends
  - 4.3 Using Textiles for Comfort
  - 4.4 Incorporating Art and Culture
  - 4.5 Sustainable Decor Practices
  - 4.6 Creating Themed Environments
- **5 Final Touches for Service Readiness** — 6 classes
  - 5.1 Conducting Pre-Service Checks
  - 5.2 Ensuring Cleanliness and Order
  - 5.3 Finalizing Menu Presentation
  - 5.4 Staff Briefing Before Service
  - 5.5 Checking Equipment Functionality
  - 5.6 Creating a Lasting First Impression
- **1 Understanding Quality Metrics** — 6 classes
  - 1.1 Defining Quality in Service
  - 1.2 Key Performance Indicators
  - 1.3 Benchmarking Against Industry Standards
  - 1.4 Data Collection Techniques
  - 1.5 Analyzing Quality Metrics
  - 1.6 Reporting Quality Findings
- **2 Implementing Quality Control Measures** — 6 classes

2

Beverage Operations, Knowledge and Responsible Service

84 chapters · 462 classes **100 marks**

- **1 Introduction to Canapés** — 6 classes
  - 1.1 History of Canapés
  - 1.2 Types of Canapés
  - 1.3 Ingredients for Canapés
  - 1.4 Techniques for Assembling Canapés
  - 1.5 Pairing Canapés with Beverages
  - 1.6 Serving Canapés Effectively
- **2 Cocktail Mixing Techniques** — 6 classes
  - 2.1 Basic Mixing Methods
  - 2.2 Shaking vs Stirring
  - 2.3 Layering Cocktails
  - 2.4 Garnishing Techniques
  - 2.5 Using Mixers and Modifiers
  - 2.6 Cocktail Presentation Styles
- **3 Presentation Skills for Beverages** — 6 classes
  - 3.1 Visual Appeal of Drinks
  - 3.2 Glassware Selection
  - 3.3 Serving Techniques
  - 3.4 Creating Atmosphere with Beverages
  - 3.5 Engaging Customers with Presentation
  - 3.6 Storytelling Through Beverage Service
- **4 Quality Standards in Beverage Service** — 6 classes
  - 4.1 Quality Control Measures
  - 4.2 Beverage Presentation Standards
  - 4.3 Customer Service Excellence
  - 4.4 Hygiene Practices
  - 4.5 Feedback Mechanisms
  - 4.6 Continuous Improvement
- **5 Innovative Cocktail Recipes** — 6 classes
  - 5.1 Crafting Signature Cocktails
  - 5.2 Using Local Ingredients
  - 5.3 Seasonal Cocktail Creations
  - 5.4 Experimenting with Flavors
  - 5.5 Creating Non-Alcoholic Cocktails
  - 5.6 Presenting Innovative Recipes
- **1 Supervising Drink Service** — 6 classes
  - 1.1 Effective Communication Techniques
  - 1.2 Monitoring Service Standards
  - 1.3 Training Staff on Drink Service
  - 1.4 Implementing Service Protocols
  - 1.5 Managing Service Flow
  - 1.6 Addressing Service Challenges
- **2 Customer Satisfaction Strategies** — 6 classes
  - 2.1 Understanding Customer Expectations
  - 2.2 Creating Memorable Experiences
  - 2.3 Personalizing Customer Interactions
  - 2.4 Measuring Customer Satisfaction
  - 2.5 Responding to Customer Needs
  - 2.6 Building Customer Loyalty
- **3 Efficiency in Service Operations** — 6 classes
  - 3.1 Streamlining Service Processes
  - 3.2 Utilizing Technology in Service
  - 3.3 Time Management Techniques
  - 3.4 Optimizing Staff Scheduling
  - 3.5 Reducing Waste in Operations
  - 3.6 Evaluating Service Performance
- **4 Staff Management in Beverage Service** — 6 classes
  - 4.1 Recruiting the Right Talent
  - 4.2 Developing Training Programs
  - 4.3 Motivating Beverage Staff
  - 4.4 Conducting Performance Reviews
  - 4.5 Fostering Team Collaboration
  - 4.6 Managing Conflict in Teams
- **5 Handling Customer Feedback** — 6 classes

- **1 Understanding Market Trends** — 6 classes
  - 1.1 Identifying Consumer Preferences
  - 1.2 Analyzing Competitor Strategies
  - 1.3 Seasonal Trends in Wine Sales
  - 1.4 Impact of Economic Factors
  - 1.5 Emerging Wine Markets
  - 1.6 Consumer Education on Wine
- **2 Cost Analysis and Markup** — 6 classes
  - 2.1 Understanding Cost Components
  - 2.2 Calculating Markup Percentages
  - 2.3 Evaluating Fixed and Variable Costs
  - 2.4 Setting Competitive Prices
  - 2.5 Analyzing Profit Margins
  - 2.6 Cost Control Techniques
- **3 Dynamic Pricing Techniques** — 6 classes
  - 3.1 Understanding Dynamic Pricing
  - 3.2 Utilizing Technology for Pricing
  - 3.3 Responding to Market Changes
  - 3.4 Customer Segmentation Strategies
  - 3.5 Real-Time Pricing Adjustments
  - 3.6 Ethics of Dynamic Pricing
- **4 Promotional Pricing Strategies** — 6 classes
  - 4.1 Creating Effective Promotions
  - 4.2 Timing Promotions for Impact
  - 4.3 Leveraging Discounts and Offers
  - 4.4 Measuring Promotional Success
  - 4.5 Customer Retention Through Promotions
  - 4.6 Legal Considerations in Promotions
- **5 Evaluating Profitability of Wine Sales** — 6 classes
  - 5.1 Analyzing Sales Data
  - 5.2 Identifying High-Profit Wines
  - 5.3 Calculating Return on Investment
  - 5.4 Assessing Sales Channels
  - 5.5 Forecasting Future Sales
  - 5.6 Implementing Profitability Strategies
- **1 Creating Operational Plans** — 6 classes
  - 1.1 Defining Bar Objectives
  - 1.2 Resource Allocation Strategies
  - 1.3 Budgeting for Bar Operations
  - 1.4 Setting Performance Metrics
  - 1.5 Developing Action Plans
  - 1.6 Evaluating Operational Effectiveness
- **2 Risk Assessment and Management** — 6 classes
  - 2.1 Identifying Potential Risks
  - 2.2 Analyzing Risk Impact
  - 2.3 Developing Mitigation Strategies
  - 2.4 Implementing Safety Protocols
  - 2.5 Crisis Management Planning
  - 2.6 Monitoring Risk Factors
- **3 Implementing Standard Operating Procedures** — 6 classes
  - 3.1 Creating SOP Documentation
  - 3.2 Training Staff on SOPs
  - 3.3 Ensuring Compliance with SOPs
  - 3.4 Reviewing and Updating SOPs
  - 3.5 Communicating SOP Changes
  - 3.6 Evaluating SOP Effectiveness
- **4 Monitoring Team Performance** — 6 classes
  - 4.1 Setting Team Performance Goals
  - 4.2 Conducting Performance Reviews
  - 4.3 Providing Constructive Feedback
  - 4.4 Recognizing Team Achievements
  - 4.5 Encouraging Peer Evaluations
  - 4.6 Adjusting Performance Strategies
- **5 Fostering a Positive Work Culture** — 6 classes

3

Banquet and Catering Service

20 chapters · 122 classes **100 marks**

- **1 Introduction to Buffet Service** — 5 classes
  - 1.1 Understanding Buffet Concepts
  - 1.2 Types of Buffet Styles
  - 1.3 Role of Buffet in Events
  - 1.4 Health and Safety Standards
  - 1.5 Guest Expectations in Buffets
- **2 Setting Up Food Stations** — 5 classes
  - 2.1 Layout Planning for Stations
  - 2.2 Food Display Techniques
  - 2.3 Station Signage Importance
  - 2.4 Managing Food Flow
  - 2.5 Station Staffing Requirements
- **3 Drink Station Management** — 5 classes
  - 3.1 Types of Beverage Stations
  - 3.2 Beverage Presentation Skills
  - 3.3 Managing Ice and Garnishes
  - 3.4 Health Regulations for Beverages
  - 3.5 Creating Signature Drinks
- **4 Enhancing Guest Experience** — 5 classes
  - 4.1 Personalizing Guest Interactions
  - 4.2 Feedback Collection Techniques
  - 4.3 Creating Ambiance for Buffets
  - 4.4 Handling Guest Complaints
  - 4.5 Post-Event Follow-Up Strategies
- **1 Food Presentation Techniques** — 5 classes
  - 1.1 Understanding Color Theory
  - 1.2 Plating Styles and Techniques
  - 1.3 Using Height in Presentation
  - 1.4 Balancing Flavors and Textures
  - 1.5 Creating Visual Appeal
- **2 Garnishing and Decoration** — 5 classes
  - 2.1 Herbs and Edible Flowers
  - 2.2 Sculpting Fruits and Vegetables
  - 2.3 Using Sauces for Decoration
  - 2.4 Creating Themed Garnishes
  - 2.5 Seasonal Decoration Ideas
- **3 Creating a Buffet Display** — 5 classes
  - 3.1 Layout Planning for Buffets
  - 3.2 Choosing Appropriate Serving Dishes
  - 3.3 Labeling Food Items Effectively
  - 3.4 Maintaining Food Temperature
  - 3.5 Creating Flow for Guests
- **4 Guest Engagement through Food** — 5 classes
  - 4.1 Interactive Food Stations
  - 4.2 Storytelling through Cuisine
  - 4.3 Tasting Events and Pairings
  - 4.4 Encouraging Guest Participation
  - 4.5 Feedback Collection Techniques
- **1 Overview of Banquet Services** — 6 classes
  - 1.1 Introduction to Banquet Services
  - 1.2 Types of Banquet Events
  - 1.3 Key Components of Banquet Planning
  - 1.4 Understanding Guest Expectations
  - 1.5 Market Trends in Banquet Services
  - 1.6 Legal Considerations for Banquets
- **2 Staffing and Training** — 6 classes
  - 2.1 Recruitment Strategies for Banquet Staff
  - 2.2 Effective Training Techniques
  - 2.3 Role of Teamwork in Banquet Operations
  - 2.4 Performance Evaluation Methods
  - 2.5 Staff Retention Strategies
  - 2.6 Creating a Positive Work Environment
- **3 Service Standards and Protocols** — 6 classes
  - 3.1 Establishing Service Standards
  - 3.2 Service Protocols for Banquets
  - 3.3 Importance of Professionalism
  - 3.4 Handling Special Requests
  - 3.5 Cultural Sensitivity in Service
  - 3.6 Feedback Mechanisms for Improvement
- **4 Guest Satisfaction Techniques** — 6 classes
  - 4.1 Understanding Guest Needs
  - 4.2 Creating Memorable Experiences
  - 4.3 Personalization of Services
  - 4.4 Measuring Guest Satisfaction
  - 4.5 Responding to Guest Feedback
  - 4.6 Building Long-term Guest Relationships
- **5 Handling Difficult Situations** — 6 classes
  - 5.1 Identifying Potential Issues
  - 5.2 Crisis Management Strategies
  - 5.3 Effective Communication Techniques
  - 5.4 Conflict Resolution Methods
  - 5.5 Maintaining Composure Under Pressure
  - 5.6 Learning from Difficult Experiences
- **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
- **17 Banquet Event Planning and Function Documents** — 10 classes
  - 17.1 Types of Banquet Events
  - 17.2 Taking Event Enquiries
  - 17.3 Event Order and Function Sheet
  - 17.4 Estimating Guest Numbers and Menus
  - 17.5 Banquet Menu Planning and Costing
  - 17.6 Room Layouts and Seating Plans
  - 17.7 Briefing Banquet Staff
  - 17.8 Coordinating with Kitchen and Housekeeping
  - 17.9 Contracts, Deposits and Cancellations
  - 17.10 Meeting and Conference Room Set-Up
- **18 Banquet Service Styles and Techniques** — 10 classes
  - 18.1 Plated Service Method
  - 18.2 Silver and Platter Service
  - 18.3 Family Style Service
  - 18.4 Cocktail and Reception Service
  - 18.5 Serving Hot Food at Volume
  - 18.6 Clearing Courses in Sequence
  - 18.7 Serving Beverages at Functions
  - 18.8 Wine and Toast Service
  - 18.9 Timing a Multi-Course Banquet
  - 18.10 Banquet Service Practice
- **19 Outdoor and Off-Premise Catering** — 10 classes
  - 19.1 Planning Outdoor Events
  - 19.2 Site Inspection and Power Supply
  - 19.3 Transporting Food Safely
  - 19.4 Temporary Kitchens and Cooking Stations
  - 19.5 Tents, Furniture and Lighting
  - 19.6 Weather Contingency Planning

4 **Stewarding and Kitchen Sanitation** 12 chapters · 120 classes **100 marks**

- **1 The Stewarding Department and Its Role** — 10 classes
  - 1.1 Purpose of Stewarding in Hotels
  - 1.2 Organisation of the Stewarding Team
  - 1.3 Job Roles and Duties
  - 1.4 Working Areas and Layout
  - 1.5 Shift Patterns and Handover
  - 1.6 Working with Kitchen and Service Teams
  - 1.7 Uniform and Personal Hygiene for Stewards
  - 1.8 Communication in a Busy Back Area
  - 1.9 Stewarding Terminology
  - 1.10 Orientation Tour Practice
- **2 Cleaning Science and Sanitation Basics** — 10 classes
  - 2.1 Types of Soil and Dirt
  - 2.2 Cleaning Versus Sanitising
  - 2.3 Role of Temperature, Time and Contact
  - 2.4 Detergents and Their Uses
  - 2.5 Sanitisers and Disinfectants
  - 2.6 Reading Chemical Labels
  - 2.7 Dilution and Measuring
  - 2.8 Testing Sanitiser Strength
  - 2.9 Hard Water and Scale Problems
  - 2.10 Cleaning Steps Practice
- **3 Manual Warewashing Methods** — 10 classes
  - 3.1 Sorting and Scraping Soiled Ware
  - 3.2 Three-Sink Washing Method
  - 3.3 Water Temperature and Detergent Use
  - 3.4 Rinsing and Sanitising Steps
  - 3.5 Air Drying and Storage
  - 3.6 Washing Glassware Safely
  - 3.7 Washing Cutlery and Silverware
  - 3.8 Handling Delicate and Fine China
  - 3.9 Preventing Breakages
  - 3.10 Manual Washing Practice
- **4 Dishwashing Machines and Equipment** — 10 classes
  - 4.1 Types of Dishwashing Machines
  - 4.2 Loading Racks Correctly
  - 4.3 Machine Temperatures and Cycles
  - 4.4 Daily Start-Up Procedure
  - 4.5 Cleaning and Descaling Machines
  - 4.6 Glass Washers and Specialist Machines
  - 4.7 Troubleshooting Common Faults
  - 4.8 Safe Operation and Electrical Safety
  - 4.9 Energy and Water Saving
  - 4.10 Machine Operation Practice
- **5 Pot Wash and Kitchen Equipment Cleaning** — 10 classes
  - 5.1 Pot Wash Area Set-Up
  - 5.2 Cleaning Heavily Soiled Pots and Pans
  - 5.3 Cleaning Baking Trays and Tins
  - 5.4 Cleaning Slicers and Mixers Safely
  - 5.5 Cleaning Ovens and Grills
  - 5.6 Cleaning Fryers and Extraction Hoods
  - 5.7 Cleaning Refrigerators and Cold Rooms
  - 5.8 Cleaning Knives and Cutting Boards
  - 5.9 Cleaning Schedules and Sign-Off
  - 5.10 Equipment Cleaning Practice
- **6 Kitchen Floors, Walls and Drain Cleaning** — 10 classes
  - 6.1 Cleaning Kitchen Floors Daily
  - 6.2 Wall and Ceiling Cleaning
  - 6.3 Drains and Grease Traps
  - 6.4 Cleaning Storage Areas
  - 6.5 Cleaning Waste Bin Areas
  - 6.6 Cleaning Staff Dining and Restrooms
  - 6.7 Cleaning Loading Docks
  - 6.8 Colour-Coded Cleaning Equipment
  - 6.9 Master Cleaning Schedule
  - 6.10 Deep Clean Practice
- **7 Food Safety and Hygiene for Stewards** — 10 classes
  - 7.1 Food Safety Hazards in Warewash Areas
  - 7.2 Personal Hygiene and Handwashing
  - 7.3 Preventing Cross-Contamination
  - 7.4 Clean and Dirty Flow Planning
  - 7.5 Safe Handling of Leftover Food
  - 7.6 Pest Awareness and Reporting
  - 7.7 Allergen Awareness in Cleaning
  - 7.8 Hygiene Inspection Preparation
  - 7.9 Record Keeping and Temperature Logs
  - 7.10 Hygiene Audit Practice
- **8 Health, Safety and Chemical Handling** — 10 classes
  - 8.1 Slips, Trips and Falls Prevention
  - 8.2 Manual Handling Techniques
  - 8.3 Protective Clothing and Gloves
  - 8.4 Safe Storage of Chemicals
  - 8.5 Never Mixing Chemicals
  - 8.6 Handling Spills and Splashes
  - 8.7 Burns, Cuts and Scalds Response
  - 8.8 Fire Safety in Kitchen Areas
  - 8.9 Reporting Hazards and Accidents
  - 8.10 Safety Drill Practice
- **9 Waste Management and Recycling** — 10 classes
  - 9.1 Types of Kitchen Waste
  - 9.2 Waste Segregation Systems
  - 9.3 Food Waste Reduction
  - 9.4 Composting and Bio-Waste Use
  - 9.5 Recycling Glass, Paper and Plastic
  - 9.6 Used Cooking Oil Disposal
  - 9.7 Waste Storage and Collection
  - 9.8 Pest Prevention at Waste Areas
  - 9.9 Measuring Waste Volumes
  - 9.10 Waste Reduction Plan Practice
- **10 Inventory, Silverware and Equipment Control** — 10 classes
  - 10.1 Types of Operating Equipment
  - 10.2 Counting and Recording Stock
  - 10.3 Silver and Cutlery Polishing
  - 10.4 Chinaware and Glassware Par Levels
  - 10.5 Breakage and Loss Reporting
  - 10.6 Issuing Equipment to Outlets
  - 10.7 Banquet and Event Equipment Handling
  - 10.8 Storage Racks and Organisation
  - 10.9 Monthly Stock Taking
  - 10.10 Inventory Check Practice
- **11 Stewarding Support for Service and Events** — 10 classes
  - 11.1 Supporting Restaurant Service
  - 11.2 Supporting Banquet Set-Up
  - 11.3 Handling Peak-Hour Rush
  - 11.4 Moving Equipment Safely
  - 11.5 Setting Up Buffets and Stations
  - 11.6 Clearing and Resetting Areas
  - 11.7 Night Shift and Closing Duties
  - 11.8 Handling Special Event Equipment
  - 11.9 Coordination with Outlet Supervisors
  - 11.10 Event Support Role Play
- **12 Supervision, Quality and Career Growth in Stewarding** — 10 classes
  - 12.1 Planning Daily Work Allocation
  - 12.2 Training New Stewards
  - 12.3 Checking Quality of Cleaning
  - 12.4 Motivating a Steward Team
  - 12.5 Handling Mistakes and Complaints
  - 12.6 Controlling Costs of Chemicals
  - 12.7 Preparing Reports for Management
  - 12.8 Equipment Maintenance Requests
  - 12.9 Career Paths from Stewarding
  - 12.10 Personal Development Plan

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