

# HOSPITALITY TRAINING PROGRAMME

**AT EVI**

**FREE** 21st June - 14th July



UK Government Wales  
Llywodraeth y DU Cymru



Cynghor Bwrdeistref Siroi  
**Blaenau Gwent**  
County Borough Council



## ABOUT PROMO-CYMRU

ProMo-Cymru, Charity and Social Enterprise operates and is the custodian of the Ebbw Vale Institute.



We are proud to have saved EVI for future community use.

## MAIN FUNDERS

This training programme is funded by the UK Government through the UK Community Renewal Fund\*



\*The UK Community Renewal Fund is a UK Government programme for 2021/22. This aims to support people and communities most in need across the UK to pilot programmes and new approaches to prepare for the UK Shared Prosperity Fund. It invests in skills, community and place, local business, and supporting people into employment. For more information, visit <https://www.gov.uk/government/publications/uk-community-renewal-fundprospectus>

## TRAINING & ELIGIBILITY

This bespoke Hospitality Training opportunity has been funded by the UK Community Renewal Fund and is **free** to residents of Blaenau Gwent. To participate in this training, you must live in the Blaenau Gwent Local Authority Area. **We encourage you to attend the entire programme.**

Accreditation awarded by Highfield qualifications and apprenticeships.

We are able to offer a number of further support measures and can signpost you to additional support in seeking employment, volunteering opportunities and so on.

Please get in touch with any enquiries and we will be more than happy to help you as best we can.



## EVI'S HOSPITALITY TRAINING PROGRAMME

Welcome to EVI. We are delighted to be working in partnership with Communities for Work Plus and Adult Learning Wales to deliver our free bespoke Hospitality Training Programme, designed to support you to gain the necessary skills for employment within the hospitality sector. Whether you are planning to renew your basic skills, looking for a career change, or hoping to start a career in hospitality then this is the programme for you.

Our training will be held face-to-face at EVI in a welcoming and relaxed environment. The bespoke accredited training covers all aspects of working within the hospitality sector and includes Food Safety, Customer Service, Health & Safety, COSHH, Manual Handling, Fire Safety and First Aid. The Hospitality Training Programme also includes Informal Bar Training and Barista Training to add to this very exciting opportunity.

This training opportunity is funded by the UK Community Renewal Fund and is free of charge to people living in Blaenau Gwent. To enrol, please **register on Eventbrite**.

If you need any more information, please do not hesitate to contact **sian@evi.cymru** or **sam@evi.cymru** or ring Sian or Sam on **01495 708022**

Accredited Courses

## FOOD SAFETY

**TUESDAY 21ST JUNE | 9.30AM - 4.30PM**

This one-day course offers an accredited qualification recognised by employers within the Food Industry. It is suitable for the professional and domestic kitchen, whether you are preparing food from scratch or serving pre-prepared refreshments.

## HEALTH & SAFETY

**WEDNESDAY 22ND JUNE | 9.30AM - 4.00PM**

A one-day accredited course that will give you an understanding of Health & Safety regulations and enable you to spot potential hazards in the workplace.

## FIRE SAFETY

**WEDNESDAY 29TH JUNE | 9.30AM - 4.00PM**

Fire Safety Training teaches you about the fire risks in work premises and what safety measures should be in place to control them. It explains everyone's legal responsibilities, the common causes of fires, how to prevent them, what fire safety arrangements are necessary, and the importance of following emergency procedures.



Accredited Courses

## FIRST AID IN THE WORKPLACE

**TUESDAY 5TH JULY | 9.30AM - 4.00PM**

This accredited course will familiarise students with the roles and responsibilities of the Emergency First Aider within the workplace, including assessing an incident, recognising signs and symptoms of injury and illness, and assisting a casualty in the workplace.

Please wear comfortable clothes for this training as there will be a practical element, i.e. recovery position and resuscitation.

## CUSTOMER SERVICE

**WEDNESDAY 6TH JULY | 9.30AM - 4.00PM**

This accredited course will help anyone who works in customer service improve their customer service skills, ensuring they provide each customer with the best possible experience every time, to maintain good relationships, status, and success. This course aims to provide those who work in the customer service industry with the information and skills needed to go above and beyond with the customer service that they provide.



## Accredited Courses

### **COSHH** **(CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH)**

**TUESDAY 12TH JULY | 9.30AM - 4.00PM**

Through this accredited training you will learn:

- The main hazards to health
- How to prevent harm to health (risk assessment).
- How to develop the essential control measures to reduce harm to health
- The importance of keeping records of all control measures and ensuring that they are in good working order, providing information, instruction and training for employees and others.

### **MANUAL HANDLING**

**13TH & 14TH JULY | 9.30AM - 4.00PM**

This two-day accredited course will outline the employer and employee roles in relation to manual handling and teach manual handling techniques.



## Informal Training

### **PRACTICAL BAR SKILLS** **WITH STUART STEVENS**

**THURSDAY 23RD JUNE | EITHER 10-12.30 OR 2-4.30**

Practise pulling pints, changing barrels and familiarise yourself with serving customers in a friendly relaxed environment. This training is led by Stuart Stevens, who has worked bars and events since the age of 18 years in a variety of settings. Stuart will help you to gain confidence and learn the necessary skills to work in the hospitality industry in this 2.5 hour session. You will receive a certificate on completion.

Following this practical session, the team at EVI will be able to signpost you to further accredited opportunities to develop further.

### **BARISTA TRAINING**

**TUESDAY 28TH JUNE | EITHER 10-12.30 OR 2-4.30**

Our Barista Training will be delivered by Hannah and Huw Williams from the Big Dog Coffee Company. The training will include;

- An Introduction to Coffee and Coffee Processing
- Dialling-in Espresso (how to get the best out of your coffee) and Coffee Recipe Making
- Milk based drinks (cappuccino, latte, espresso, flat white, americano)
- Cup Sizing
- Introduction to Latte Art
- Alternative Milks

Training to be delivered to the Speciality Coffee Association standards. Certificates will be awarded on completion.

# FOLLOW UP OPPORTUNITIES

The team at EVI are delighted to be able to offer a range of work-experience and volunteering opportunities within the Centre. This may range from a two-week work experience placement to a six-month placement opportunity.

Communities For Work Plus can provide you with a personal mentor who can apply for funding to help remove hurdles such as transport, training, and childcare to get you the job you need. Terms and conditions apply.

We look forward to working with you as you embark on your EVI Journey.

## HOW TO SIGN UP



**SCAN ME TO REGISTER!**

Or ring, pop in or email and the EVI team will be happy to take your details and sign you up!



@EbbwValeEVI



@ebbwvaleEVI



@evi\_ebbw\_vale



[www.evi.cymru](http://www.evi.cymru)

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