

Training Matrix – Bar and Catering Team – Student Staff

Mandatory Training:

Mandatory onboarding and induction training	
Training title	Content
Licensed Trade Induction	At an SU venue, led by managers in the Licensed trade team and HR (Presentation and group work.)
Fire evacuation training	Fire safety talk and evacuation demonstration with SU managers in our venues, led by Trading Services venue operations manager.

Online training	
Training title	Content
Manual handling	Your back during Manual Handling; Daily Tasks; LITE Assessment; Techniques
Working in Licensed Trade premises	The Licensing Act and its aims; Age Verification Process; Best Practice Working
Food safety and hygiene training	Food Hazards and Food Poisoning; Personal Hygiene; The 4 C's of Food Safety; Procedures and Premises.

Job role training	
Training title	Content
Team training session at venue	Attend and complete team training session at primary venue with venue manager, passing all criteria.

Knowledge and tasks you will complete whilst at work:

Area	Tasks/Knowledge
General	Knowledge of signing in procedure, shift swap procedure, key points of contact
	Appearance, attendance, punctuality of high standard, and following SU policy of no phones, food, cash
	Refusal of service: when appropriate, how to do it, can demonstrate
SU/ Tommy's kitchen	Can demonstrate knowledge of opening and closing procedures including furniture moving, restocking bars and wastage reporting (TK day)
	Exp: and perform independently without prompts
	Can demonstrate knowledge of opening and closing procedures including furniture moving, restocking bars and wastage reporting (Club)
	Exp: and perform independently without prompts
	Waste/bins procedure – recycling/waste oil/glass/food
	Knowledge of drinks available and where they are, how to make them and serve them correctly
	Exp: Perfect serve
	Competent use of tills, cash control, PDQ basics, processing refunds, vouchers, reprinting receipts, replacing receipt roll
	Competent at coffee machine use, can clean, replenish and make a range of drinks
Club night wristbands/signing in procedure	

	HUMPIT trained Exp: Can open/close down independently Cloakroom shift complete competently
	Exp: Set up, closedown, lost property protocol
Medicine building	Can demonstrate knowledge of opening and closing procedures
	Knowledge of drinks available and where they are, how to make them and serve them correctly Exp: Perfect serve
	Competent use of tills including processing refunds, vouchers, reprinting receipts, replacing receipt roll
	Waste/bins procedure – recycling/waste oil/glass/food
	Club night wristbands/signing in procedure
	Cloakroom shift complete competently Exp: Set up, closedown, lost property protocol
Licensing awareness	Quiz with manager – 100% pass rate
Product awareness	Food quiz with manager – 100% pass rate Drinks quiz with manager – 100% pass rate

Area	Tasks/Knowledge	
The Packhorse	Can demonstrate knowledge of opening and closing procedures	
	Knowledge of drinks available and where they are, how to make them and serve them correctly Exp: Perfect serve and cocktail making without use of guide	
	Competent use of tills, cash handling, PDQ basics, processing refunds, vouchers, reprinting receipts, replacing receipt roll	
	Can assist in the kitchen, take orders competently and confidently, follows procedure for food orders Exp: can suggest food to customers, knowledge of menu with no prompting	
	Knowledge and demonstration of line clean and cellar protocols Exp: can do independently	
	PH drink awareness quiz with manager – 100% pass	
	PH food awareness quiz with manager – 100% pass	
	PH general knowledge quiz with manager – 100% pass	
	Licensing awareness	Quiz with Manager – 100% pass

***Exp** areas refer to what would be considered “experienced” level knowledge or training.

Supervisor training programme and Duty Manager Development programme information is available when we recruit student staff for these opportunities. These opportunities occur in November and February each year. For more information please contact your line manager.