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COLLEGE

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Westminster  
Kingsway College

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Haringey, Enfield  
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Training

# Customer Service, Bar and Barista Essential Skills

This FREE course focuses on a Hospitality career as a front of house specialist with many entry level positions available such as Waiters, Bartenders, Hospitality Assistants, Baristas and Kiosk Staff.

This course is designed to give you skills and confidence to gain employment with direct progress to the Level 1 Hospitality Customer Service Skills course.

The essential skills require a commitment of just 3 days per week for 5 weeks.

## WHAT WILL I STUDY?

- Basic skills in bar and barista techniques
- Customer service and table setting
- Access to the Thursday job clinic as part of this entry level qualification
- Enrolment includes the Hospitality Skills Passport which covers all statutory requirements in hygiene, safety and allergen training

## WHAT WILL I NEED?

Please be prepared to provide your residency documents such as a passport, EU citizen ID card, UK Birth Certificate or Biometric Card. If you have been in the UK for less than 3 years or have entered the UK with a visa you will need to provide evidence that you are eligible to study in the UK - your visa, your biometric card that covers the duration of your course or any relevant home office documents to support your residency should all be provided. If you're an EU, EEA or Swiss citizen we will need to see evidence of 'Pre-Settled' or 'Settled-status' documents. Also for funding purposes we would need to see evidence of payslips if working (within the last 3 months). If you are receiving benefits (e.g JSA, ESA, Universal Credit (UC), Housing benefits etc. please provide evidence of this).

## WHAT CAN I DO AFTER?

On completion of this course, you can progress onto further study in this field including the Level 1 Hospitality Customer Service Skills course.

**Start Date: 07 August 2024**

**Day: Wed, Thurs, Fri**

**Time: 10:00 - 14:00**

**Duration: 5 Weeks**

**Venue: Victoria Centre**



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