



## Academy Options 2019

Building Your Academy involves deciding what is important to your team in shaping a vision of your teams' future performance. Prioritising a launch strategy is key to a clear Academy launch.

You may well have many of the options below which may allow for a swift initial build. However, if some standards need to be documented this is a positive process through which HOD's define operational processes for GM approval.

### Purpose.

The options below could potentially represent your operational playbook and prompt thinking around the standards you'd like your operation to deliver. The purpose of documenting your standards ensure consistency regardless of changes in personnel. Its key during this process that your HOD's drive ownership of their cultural departmental standards and commercial outlook.

### Key considerations.

Building Your Academy takes time both in terms of establishing the correct standards and processes and motivating your team to fully engage. For this reason, a steady growth of the Academy is recommended with a plan to set out.

1. Full load of SOP's.
2. Full load of resource and learning materials.
3. Schedule for multi-media content. e.g. 2 videos and photo sessions a week.
4. Schedule for building quizzes – e.g. 2 per week.
5. Schedule HR mechanisms.

### Options.

	Departmental Documents	Document Type	Notes. e.g. Requires writing, not required, already written, format needs changing.
	<b>FRONT DESK</b>		
1	The Welcome	SOP	Video
2	The Check-in	SOP	Video
3	Rooming	SOP	Video
4	Porterage.	SOP	
5	Sales Focus	Resource	Video
6	Cash Handling	SOP	
7	Complaint Handling	SOP	Video
8	Reception cleaning.	SOP	
9	Stationary Management	SOP	



	<b>Departmental Documents</b>	<b>Document Type</b>	<b>Notes.</b> e.g. Requires writing, not required, already written, format needs changing.
10	Uniforms/Grooming.	SOP	Photography
11	Systems Training	SOP	
12	Property Awareness	Resource	
13	Reception Presentation.	SOP	
14	The Check-out	SOP	Video
15	Guest Profiling	SOP	
16	Loyalty Scheme	SOP	
17	Returning Guests	SOP	
18	Guest Emergency	SOP	Video
19	Property Emergency	SOP	Video
20	Activities/Local Knowledge	Resource	
	<b>BAR</b>		
21	Bar presentation/setup.	SOP	Photography
22	Bar opening	SOP	
23	Bar closing	SOP	
24	Drinks product knowledge.	SOP	
25	Stock Taking	SOP	
26	Product Storage	SOP	
27	Cleaning Schedules	SOS	
28	Breakages log.	SOS	
29	Sales focus.	Resource	Video
30	Guest profiling.	SOP	
31	Guest care.	Resource	Video
32	Skills development/accomplishment	Resource	Video
33	Equipment setup	SOP	
34	Uniform Grooming	SOP	Photography
35	Wine List knowledge v food.	Resource	
36	Cellar Management	SOP	
37	Cash Handling	SOP	
38	Ice (machine) management.	SOP	
39	Coffee Machine management	SOP	
40	Drinks product ordering	SOP	Video
41	Systems training	SOP	
42	Menu knowledge	Resource	Video
43	Cocktail capability/skills	Resource	Video
44	Drinks garnish ordering.	SOP	
45	Health& Safety	SOP	
46	Allergen Awareness	SOP	
47	Licensing Awareness	SOP	
48	Maintenance issue logging	SOP	
49	Guest emergency.	SOP	
50	Background music management.	SOP	
51	Naked flame fire management.	SOP	
	<b>RESTAURANT (LUNCH/DINNER)</b>		
52	Restaurant lay-up/checking.	SOP	Video/Photography



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53	Systems training.	SOP	
54	Sales focus.	Resource	Video
55	Guest profiling.	SOP	
56	Guest care.	Resource	Video
57	Menu knowledge.	Resource	Video
58	Wine list knowledge v food.	Resource	Video
59	Wine service skills.	Resource	Video
60	Table/Guest management	SOP	Video
61	Breakage log	SOS	
62	Napery Management/ordering/rejects	SOP	
63	Stock take management	SOP	
64	Uniform/Grooming	SOP	Photography
65	Lighting/Heating	SOP	
66	Cleaning schedule	SOP	
67	Allergen Awareness	SOP	
68	Health & Safety awareness	SOP	
69	Licencing awareness.	SOP	
70	Guest emergency.	SOP	
71	Property emergency.	SOP	
72	Table service skills	SOP	Video
73	Equipment Management	SOP	
74	Maintenance issue logging	SOP	
75	Accessories Management/Ordering	SOP	
76	Still Room set up per shift	SOP	Photography
77	How to take an order.	SOP	
78	Managing the pass.	SOP	
79	Guest order mapping for <2 Guests.	SOP	Video
80	How to take/manage a booking.	SOP	
81	Clearing the table.	SOP	Video
	<b>RESTAURANT (Breakfast)</b>		
	(As restaurant above plus)		
82	Buffet lay-up	SOP	Photography
83	Restaurant lay-up	SOP	Photography
84	Mis en place list.	SOP	Photography
	<b>ROOM SERVICE</b>		
	(As restaurant above, plus)		
85	Order cheat sheet.	SOP	
86	Bedroom location awareness.	SOP	
87	Tray presentation/accessories	SOP	Photography
88	Room service mis en plac	SOP	
89	Guest space awareness	SOP	
90	Delivery & bill signing	SOP	Video
91	Tray collection	SOP	
92	Guest engagement.	SOP	



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	<b>Housekeeping</b>		
93	Health & Safety	SOP	
94	Guest emergency	SOP	
95	Property emergency	SOP	
96	Guest care.	SOP	
97	Room/bathroom cleaning depart.	SOP	Video
98	Room/bath cleaning stay.	SOP	Video
99	Sharps handling.	SOP	
100	Recycling management.	SOP	
101	Guest engagement.	SOP	
102	Trolley setup	SOP	Photography
103	Laundry management.	SOP	
104	Laundry rejects.	SOP	
105	Uniform/grooming.	SOP	Photography
106	COSSH Register	SOP	
107	Cleaning supplies procurement.	SOP	
108	Bedroom equipment procurement.	SOP	
109	Maintenance logging.	SOP	
110	Amenities procurement.	SOP	
111	Stores management.	SOP	
112	Public area cleaning	SOP	
113	Bedroom pre-guest checking.	SOP	
	<b>SPA</b>		
114	Health & Safety	SOP	
115	Guest emergency	SOP	
116	Property emergency	SOP	
117	Guest care.	Resource	Video
118	Systems training.	SOP	
119	Opening up	SOP	
120	Closing down.	SOP	
121	Spa suite presentation/servicing.	SOP	
122	Therapy room presentation.	SOP	
123	Therapy equipment training	SOP	
124	Therapy sales focus	SOP	Video
125	Retail sales therapy.	Resource	Video
126	Uniforms/grooming	SOP	Photography
127	Guest journey awareness.	SOP	
128	Property awareness	Resource	
129	Maintenance logging.	SOP	
130	Laundry management.	SOP	
131	Laundry rejects.	SOP	
132	COSSH Register	SOP	
133	Cleaning schedule	SOP	
134	Stock take.	SOP	



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	<b>CONCIERGE</b>		
135	Health & Safety	SOP	
136	Guest emergency	SOP	
137	Property emergency	SOP	
138	Guest care.	Resource	Video
139	Car management.	SOP	
140	Luggage management.	SOP	
141	Guest information management	SOP	
142	Hotel/Local knowledge	SOP	
143	Shift start	SOP	
144	Shift end.	SOP	
145	Hotel security.	SOP	
146	Complaint Handling	SOP	
147	Sales Focus	Resource	Video
148	Guest profiling	SOP	
149	Uniform/grooming	SOP	
	<b>MAINTENANCE</b>		
150	Health & Safety	SOP	
151	Guest emergency	SOP	
152	Property emergency	SOP	
153	Guest care.	Resource	Video
154	Guest area awareness	SOP	
155	Systems training/awareness	SOP	
156	Schedule Management	SOP	
157	Equipment stock take	SOP	
158	Materials procurement.	SOP	
	<b>KITCHEN</b>		
159	Health & Safety	SOP	
160	Property emergency	SOP	
161	Food Safety	SOP	
162	HACCP register/processes	SOP	
163	Deep cleaning schedule	SOP	
164	Systems training	SOP	
165	Equipment Training	SOP	
166	Uniform/Grooming	SOP	Photography
167	Food procurement	SOP	
168	COSHH compliance	SOP	
169	Equipment management	SOP	
170	Costed standard recipes.	SOP	
171	Standardisation of core recipes.	SOP	Photography

