

YOUNG'S TENANTS & LESSEES LEARNING & DEVELOPMENT TRAINING DIRECTORY AUGUST-NOVEMBER 2010

Young's are committed to each individual's personal development and provide a range of programmes and workshops designed to increase individual's skills and knowledge in order that they may achieve their full potential.

To book please email training@youngs.co.uk or Dawn.Stamp@youngs.co.uk, Dawn Stamp 0208 875 7000.

PROGRAMMES FOR TENANTS, MANAGERS, DEPUTIES, ASSISTANT MANAGERS, HEAD CHEFS AND KEY SUPERVISORY

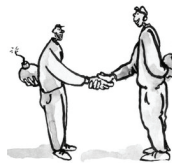


NCPLH
6th September, 1st November
(£100 per person)

Young's Head Office-09.30am-5pm

This is a mandatory element required in order to apply for a personal license.

Prerequisite: Course attendees must read the BIIAB book provided. ID will be required to sit the exam.



BII Conflict Management
7th Sept, 2nd Nov
(£50 per person)

Young's Head Office-09.00am-5.30pm

To proactively manage situations (defusing/de-escalating & escape strategies)

Prerequisite: Course attendees must read the BIIAB book provided. ID will be required to sit the exam.



BII Award in Beer & Cellar Quality
1st Sept, 6th Oct, 3rd Nov
(Sponsored by Wells & Young's)

FDLC -10am-3.30pm

To be able to adopt cellar management best practice, how to use the equipment proficiently, ensuring beer is consistently served in an optimum condition. ID will be required to sit the exam. This course is designed for managers, assistants and supervisors to improve their knowledge of cellar management.



WSET Foundation
8th Sept, 14th Oct, 30th Nov
(Sponsored by Wells & Young's)

Young's Head Office - 09.30am - 5pm

This qualification provides a basic introduction to the main styles of wine available to front-line staff involved in the service of wine.

Pre-requisite: A book will be sent to all participants two weeks before the date. Please read this, but do not fill in the blanks. Attendees to bring their pub wine list on the day. Proof of ID. is required to complete the exam.



Drugs Awareness
date TBC
(£20 per person)

Young's Head Office- 09.30am - 12.30pm or 1.30pm-4.30pm

To be able to identify drug types. To know the affects of drugs on individuals and their behaviour's). To be able to identify users and dealers. To know how to deal with drug induced situations (dealer/user).



Fire Warden
13th September

Young's Head Office- 09.30am - 12.30pm or 1.00pm-4.00pm

To know what action to take if you should be faced with a fire.

MICROSOFT COMPUTER TRAINING

Head Office-09.30am-1pm

Basic Excel- TBC Intermediate Excel- TBC

The basic excel training covers topics such as formatting of data, cut copy & pasting, inserting & deleting of rows and columns, sorting, and basic formula entry. The Intermediate session on Excel includes building/enhancing knowledge of Microsoft Excel. Covers topics such as creating charts & diagrams, advanced sorting & filtering & calculations.

Word - TBC

An introduction to Word, how to write letters and get the most from using Word as a tool. Create, open, save and close documents. Document layout, i.e. page margins, orientation, size. Insert, edit and deleting text, including special characters. Moving and copying text. Formatting text, i.e. font, size, colour, including paragraphs. Inserting and formatting graphics, diagrams. Inserting and formatting tables.

PowerPoint- TBC

This is an introduction to Microsoft PowerPoint. Creating and saving new presentations. Rearranging and deleting slides. Using slides from other presentations. Text formatting, inc. moving/copying. Working with objects. Working with tables. Working with the Slide Master template. Adding slide transitions and custom animations. Running presentation.

Outlook- TBC

An introduction to Microsoft Outlook. Creating and sending messages inc attachments. Managing emails inc. rules wizard, mailbox organization, & cleaning your mailbox. Working with contacts including distribution groups. Using your calendar Including tasks and appointments.

YOUNG'S TENANTS & LESSEES LEARNING & DEVELOPMENT TRAINING DIRECTORY AUGUST-NOVEMBER 2010

MANAGEMENT DEVELOPMENT PROGRAMMES

THESE COURSES TAKE A PRIORITY FOR MANAGERS, THEN DEPUTIES, ASSISTANTS, HEAD CHEFS AND HOUSEKEEPERS WISHING TO DEVELOP THEIR MANAGEMENT ABILITY



Introduction to Leadership
4th Aug, 12th Oct
Free of charge

Young's Head Office- 09.30am-5pm

To be able to differentiate between the roles of managers and leaders. To know what defines great leadership and how to enhance your leadership style.



Recruitment & Interviewing
9th Sept
Free of charge

Young's Head Office- 09.30am-5pm

Know the tools and techniques available to individuals to assist in the recruitment and retention of employees. Designed for those individuals who are or will be



Creating the Buzz
3rd Aug, 11th Nov
Free of charge

Young's Head Office- 09.30am-5pm

Know how people learn. Know how to adapt your style to achieve maximum impact. Know how to design and deliver a short training intervention back in your place of work. Designed for those individuals who are or will be responsible for facilitating others development.



WSET Intermediate
13th, 20th, & 27th Oct (3 day course)
(sponsored by Wells & Young's)

Young's Head Office- 09.30am- 5pm

Designed for **managers** with unique or extensive wine/drink lists. Attendants must be able to commit to attend all 3 days. This is a Wine and Spirit Educational Trust programme providing a broad knowledge of wine.

Pre-requisite: ID will be required to sit the exam.



Financial Management
Date to be confirmed
Free of charge

Young's Head Office- 09.30am-4pm

From point of sale to profit and loss (P&L). Know the company financial administration system. Know the key performance indicators and how they affect the P&L. Candidates should have done end of week and liquor line checks. Please bring your own calculator.



Business Development Programme
Date to be confirmed
(2 days cse + 1:1 session) Free of charge

Head Office- 09.30-4.30pm

Designed for managers. Know what is happening within the industry sector. Know how to adapt to an ever changing environment.

Part I – Be able to use tools to assess external factors affecting a business plan. Be able to use a model to understand change and its impact on the business plan. Be able to create an effective marketing plan.

Part II – Be able to use both Quantative and Qualitative research methods. Be able to know the elements of the Marketing Mix

PROGRAMME COSTS

Where a contribution per person is required to cover Bill & external registration fees, please make cheques payable to Young & Co.'s Brewery plc and send direct to Dawn Stamp at Riverside House, please put the name of participant, pub name and programme attending on the back of your cheque. Your cheque must reach Dawn Stamp, 28 days prior to programme attendance date to ensure your place is reserved and relevant pre-requisite materials have time to reach you.

PROGRAMME BOOKINGS

Please identify the relevant programmes for yourself and your people and email your intention to attend to training@youngs.co.uk including full name & job title. Or call **Dawn Stamp** on 0208 875 7000.

Learning and Development will confirm your place on the programme and send you full programme details, including venue, timings, pre-programme work, programme facilitator, dress code and directions. You will receive joining instructions a week prior to the programme.