Retaining Employees through Effective Human Resource Development Initiatives
- Conduct training needs assessment
- Develop training plans
- Implement training plans
- Evaluate training effectiveness

Restaurant Operations and Management
- Enhance service standards
- Maintain and improve guest service systems
- Initiate training programmes
- Implement service standards
- Supervise opening and closing of shifts
- Monitor guest services
- Handle guest complaints and problem payments

Food and Beverage Cost Control
- Implement purchasing procedures
- Implement receiving procedures
- Establish inventory control systems

Lead a Service Team
- Develop team plans to achieve team service outcomes
- Promote team effectiveness and develop team cohesion
- Participate in and facilitate a service team
- Coordinate with management on service issues to improve service delivery

Green Hospitality Management
- Develop and implement business strategies

Risk Management
- Develop risk management plans and manage risk in a business unit management plan

Finance for Non-Finance Managers
- Establish control systems for income and expense
- Monitor income, expense and control systems
- Administer petty cash systems
- Review financial report

Social Media in the Hospitality Industry
- Develop and oversee content and integration of social media platforms
- Manage issues and replying to user responses
- Evaluate the effectiveness of social media platforms

Communication at Work: Action and Awareness
- Build customer confidence
- Maintain and develop customer relations
- Handle referred difficult customers