

CIVICA



Agylia eLearning Library
Hospitality and Retail Collections

The hospitality and retail industries continue to develop at an ever-accelerating rate. At the forefront of these sectors is change resulting from consumer behaviour. Successful organisations are constantly adjusting their business to minimise costs, while taking advantage of new opportunities.

Customer experience continues to drive competitive differentiation with socially-empowered clients demanding immediate and personalised service quality.

CPD accreditation and certification for every lesson allows you to make sure that all learning is compliant and reliable. The content is continuously refreshed to ensure your learners are always up-to-date.

Collections are easily added to your Agylia Learning Management System (LMS) and are fully responsive, providing a great user experience across desktop, tablet and mobile devices. Whether learners are in the office, at home, travelling or working away, they'll have access to their eLearning.

Retail

This collection focuses on the fundamental day-to-day requirements of any retail establishment. There's induction and merchandising lessons to show how to best market your product, an introduction to SHRINK, waste prevention and a look at stock control.

Lessons include:

- Driving sales in retail
- Introduction to SHRINK
- Introduction to merchandising
- Preventing waste in retail
- Introduction to retail
- Stock control.

Legal and responsible

This collection addresses compliance and legislative training in the hospitality and retail sector. It's ideal for staff in licensed premises, those serving customers and anyone who works in a kitchen and is responsible for food.

Lessons include:

- Ensuring excellent quality products
- Cellar management
- Fire safety
- Health and safety
- Licensing law for employees working in the bar

- Licensing law for employees working in the bar in Scotland
- Overview of the Corporate Manslaughter and Corporate Homicide Act 2007 (Hospitality)
- Preventing child sexual exploitation
- Bar skills for employees
- Legionella awareness
- Bar skills for managers.

Customer experience

A customer experience should be memorable and enjoyable for all concerned. This collection looks at why customer service is such an important feature of today's hospitality industry. We focus on the direct benefits of delivering a great experience and the risks from not carefully considering and implementing the tools required for delighting customers.

Lessons include:

- Building relationships through conversation
- Customer care
- Delivering a friendly and personalised guest experience
- Delivering effortless service
- Efficient payment and friendly goodbyes
- Encouraging recommendations
- Getting guests in the door
- Getting the timings right
- Happier guests spend more
- Making every guest feel welcome
- Showing passion for what we offer
- Pride in our appearance.

Food safety

Food safety plays a pivotal role in all areas of hospitality and retail. This collection focuses on every aspect of food safety, such as hazards, hygiene, best practice and allergies. We also look at food related health conditions that are a fundamental base of knowledge for everyone who comes into contact with the food process – including ordering, preparation and manufacturing.

Lessons include:

- Anaphylaxis awareness

- Fundamentals of diabetes
- Dysphagia awareness
- Food allergens
- Food Safety Level 1
- Food Safety Level 2
- Food Safety Level 3
- HACCP
- Nutrition awareness.

Custom eLearning courses

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