

**RECRUITMENT AND SELECTION**

<i>Course Code(s)</i>	<i>Course Date(s)</i>
RS	29 <sup>th</sup> October 2013

<b><i>Main Aim and Key Benefits:</i></b>	Improving staff retention and selecting the right applicant in the first place are two common problems within the Hospitality industry. This workshop will show delegates that effective preparation, a structured approach to the actual interview and an objective candidate assessment, can go a long way towards improving the situation.
<b><i>Course Content</i></b>	<ul style="list-style-type: none"> <li>• Interview preparation</li> <li>• Discrimination in the recruitment process</li> <li>• The recruitment interview – a recommended structure</li> <li>• Interview skills</li> <li>• Listening skills</li> <li>• Non verbal messages</li> <li>• Focused Interviewing (evidence based)</li> <li>• Skills practice</li> <li>• The follow-up</li> <li>• Personal action plan</li> </ul>
<b><i>Training Methods:</i></b>	<ul style="list-style-type: none"> <li>• Presentations</li> <li>• Group discussions</li> <li>• Skills practice</li> </ul>
<b><i>Who will benefit from attending:</i></b>	Bursars, Assistant Bursars, Head of Department and Senior Team Leaders
<b><i>Duration:</i></b>	1 day
<b><i>Certification:</i></b>	OBT and Progressive Training
<b><i>Fee (excl VAT):</i></b>	£167.50
<b><i>Training Provider:</i></b>	Progressive Training