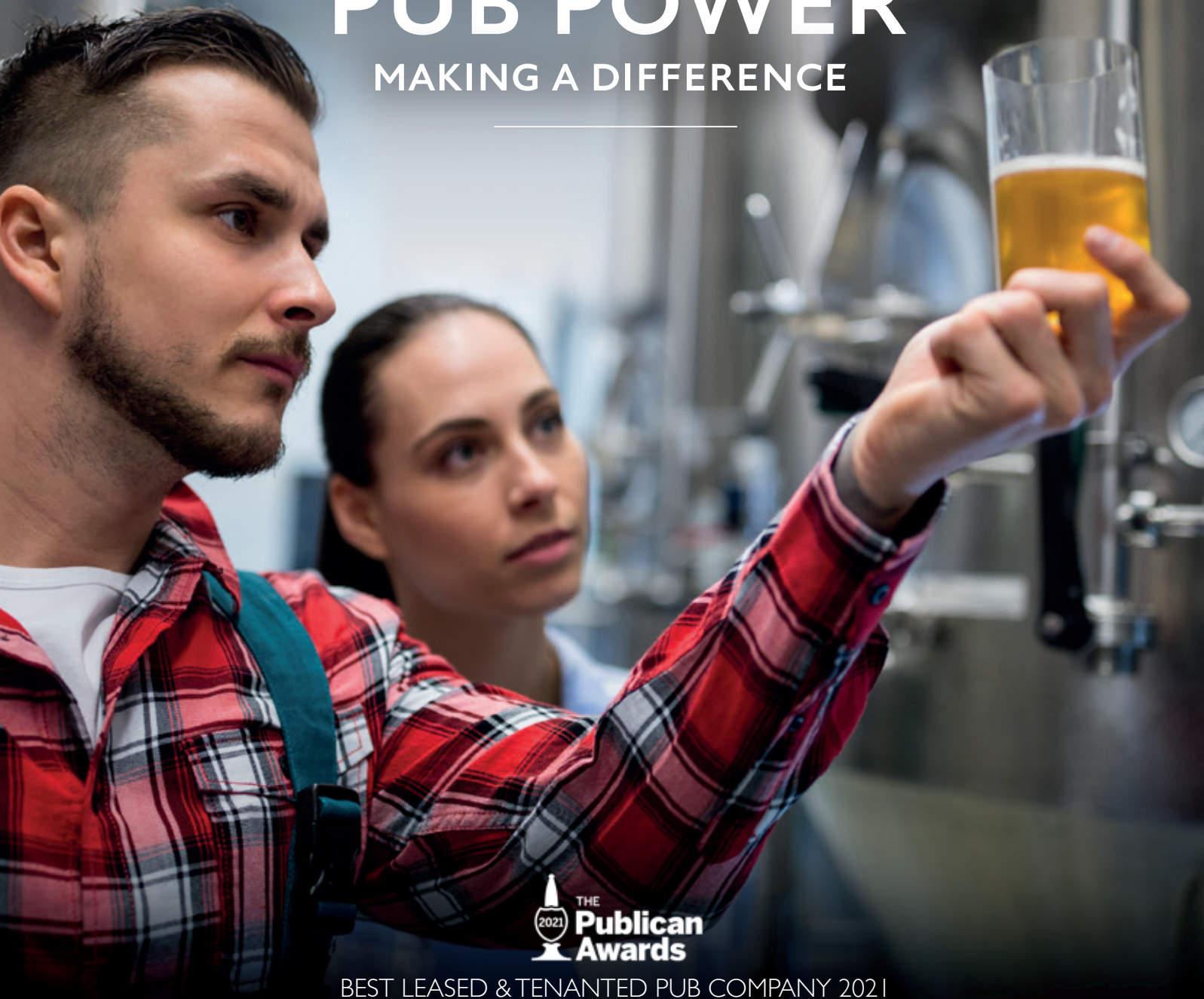




GREENE KING
PUB PARTNERS

INDUCTION & BEYOND
PUB POWER
MAKING A DIFFERENCE



BEST LEASED & TENANTED PUB COMPANY 2021
Publican Awards - five-time winner

WWW.GREENEKINGPUBS.CO.UK

BEGINNING YOUR JOURNEY

THE TRAINING WHEN YOU JOIN US

Once you have found the right pub with us, we want to ensure you have the best possible start in your pub business. Our Pub Power induction programme and essential training will ensure your transition into a Greene King Pub Partners pub is a success from

the start. To start your journey with us we provide three training elements: The Essential Training; Online Learning and The Pub Power Induction Programme, including continuous help in your first 100 days. Essential training is funded by the Training Fund which you pay as part of your agreement.

ESSENTIAL TRAINING:



PRE-ENTRY AWARENESS TRAINING (PEAT)

This will provide you with everything you need to know about taking a pub tenancy or lease agreement. This is vital for you and is required as part of the Pubs Code to ensure you understand yours and our obligations within a tied agreement. You will need to access and pay for this module directly from the British Institute of Innkeeping (BII) by visiting www.bii.org/industry-advice/peat



APLH (ENGLAND) SCPLH (SCOTLAND)

The Award for Personal Licence Holders (England) and the Scottish Certificate for Personal Licence Holders provide a personal licence which is required by anybody authorising the sale of alcohol to the public and includes:

- Roles and legal responsibilities
- The premises licence
- The roles and duties of a designated premises supervisor
- Temporary Event Notices
- Operating Schedules
- The responsible retail sale of alcohol
- BII Level 2 Award for Personal Licence Holders exam



BEER QUALITY AND CELLAR MANAGEMENT

As a brewer we take beer very seriously and looking after it in a pub is an art which, if done properly, can reap significant rewards. This course ensures that you manage your cellar effectively so your draught products are consistent in quality, you gain the highest yield from every barrel and keg, and your customers receive the perfect pint every time. It includes:

- I-draught – the benefits and how to use
- Temperature – cellar and dispense
- Hygiene
- Cask Ale
- Keg Beer, gas systems, legal requirements
- Products – presentation, brands and range

ONLINE LEARNING

Modules are part of your induction, but can also be purchased individually for members of your team.



LEVEL 2 AWARD IN FOOD SAFETY

Often referred to as the Basic Food Hygiene certificate, you will need to take this course if you are serving food in your pub. It covers the principles of food hygiene for food handlers working in a food environment.



SAFE START

This will guide you through all the safety checks required in your pub and advises you on the responsibilities for both you and Greene King Pub Partner's before you move into your pub.



BEER GENIUS

Beer Genius www.beer-genius.co.uk/take-elearning-courses

Interactive free e-learning modules covering essential knowledge for anyone responsible for managing a cellar.

- Bar Genius
- Cellar Genius
- Commercial Genius

You will be given auto access to the Beer Genius modules when booking on the Beer Quality and Cellar Management course.



PUB POWER INDUCTION

This three day course includes accommodation and your evening meal on the first night. It's an inspirational three days where you get to know Greene King; our history, our purpose of "Pouring Happiness into Lives", our famous beers and our business strategy.



DAY 1

Welcome to Greene King – develop the vision for your pub and making it a reality.

- Introduction to Greene King and the support available
- People – Managing & Leading Teams
- Famous for – Your Service & USP
- Product – Food & Drink
- Safe & Legal

Study Tour

Hosted meal with Greene King and overnight stay.



DAY 2

Learn about customer segmentation and the importance of market insight, marketing tools and trends.

- Vision – Pub Standards
- Digital Marketing
- Ask the Experts
- Brewery Tour and taste our great beers

Overnight Stay



DAY 3

Get to understand the financial controls for your business and how you can drive profitability and sustain financial fitness.

- Business Finance
- Setting Business Targets
- Driving Profitability and Controlling Costs
- Making It Happen

Beyond – Your First 100 days

Once you've settled in your pub, one of our Learning & Development Partners will visit and check everything is running smoothly and discuss any ongoing training needs for you and your team.

This three day workshop, held at our Brewery in Bury St Edmunds, Suffolk is designed to help you develop the vision for your pub and make it a reality.



ONGOING LEARNING & DEVELOPMENT

TRAINING TO INVEST IN YOU

We want to ensure you have the right skills to be successful in running your own pub business and we'll agree with you what support will help you achieve your personal goals.



ONLINE TRAINING

You get access to our online training portal.

Pub Skills Training Modules

We have more than 25 online training modules delivered by Flow Training our online training providers. The courses range from basic modules to management training and cover subjects such as Compliance, Service, Trends, Hotel Management and Health & Safety.

Management Training Modules

There are 12 Flow Training modules for managers, covering Management Compliance and Management Development. Modules are also available for team members.



WORKSHOP TRAINING

Classroom based training courses delivered by our award winning training team at our training centre in Bury St Edmunds.

Management to Leadership Programme

This two day interactive programme is ideal for everyone who has supervisory, management or leadership responsibilities. It includes:

- The differences between management and leadership
- Capabilities of a leader
- Situational leadership
- Coaching for performance

Multi-site Operator Programme

This is a two day interactive workshop which includes overnight accommodation for Partners who are considering taking a second site or new multiples and current multi-site operators. It includes:

- Identifying drivers for success
- Brand, culture and values
- Systems and controls
- Case study analysis of a multi-site business
- Managing risk
- Leading a multi-site operation



IN-PUB TRAINING

No need for your team to travel, we can train you at your own pub! Our expert Learning & Development Partners will visit your pub at a time that suits and work with you to develop your business. Training can be split into bite size sessions of three/four hours.

Onsite Coaching

If you want to develop yourself personally, or change the focus of your business, our fully-trained coaches can act as a business mentor to help guide and support you. They can create bespoke and adaptable training that suits you and your team, front and back of house.

Pre & Post Investment Support

As part of the investment support from Greene King Pub Partners, we offer vital back of house and front of house training support to ensure that you and your team have all the skills to be successful in your newly launched pub. For investments over £100,000, this training support comes as part of the investment cost.



TEAM TRAINING

DEVELOPING YOUR PEOPLE

Your team needs to reflect your business values and everything that makes your pub unique and special. We'll develop a training plan with you to support your people, and help you create a motivated and successful team to deliver your offer.



ONLINE LEARNING

Agile learning that can be completed anytime and anywhere on your choice of device.

Pub Skills Training Modules

Your team can access more than 25 e-learning training modules, tailored to the hospitality sector, to support you and your teams training needs - from delivering the basics to your high standards. These include Business Compliance, Customer Service and Health & Safety.

Management Training Modules

Ensuring your managers have the right skills to keep your business compliant and motivate your team is essential. Your managers can also access 12 Flow Training modules covering Management Compliance and Management Development. These are also available to your team members.

Beer Genius

Getting your team to love beer as much as you do will help you build a great business. Your team can complete the Beer Genius course and learn everything they need to know about handling and serving cask and keg beers, including brand information and an online fault finding self-diagnosis tool: www.Beer-Genius.co.uk



WORKSHOP TRAINING

These courses are delivered at our award winning training centre in Bury St Edmunds. Some courses are also available at different locations throughout the UK.

Beer Quality and Cellar Management

Just like you, when entering your pub business, your team can also complete this course. It ensures that your team can manage your cellar effectively so your draught products are consistent in quality, you gain the highest yield from every barrel and keg, and your customers receive the perfect pint every time.

Management to Leadership

This two day interactive programme, highlighted in the Ongoing Learning & Development section, is also available for members of your team who have supervisory, management or leadership responsibilities. This is an ideal development programme for members of your team who already have some experience of managing people.



IN-PUB SUPPORT

There's no need for your team to travel for training, we can train them in the very pub they work in.

Onsite Team Training

Our expert Learning & Development Partners will visit your pub at a time that suits and work with you to develop your business. Training can be split into bite-size sessions of 3-4 hours. We can train the full team, part of the team or small or large groups. We can even create training that is specific and bespoke to your business and team's needs.

Apprenticeships

An Apprenticeship takes a minimum of 12 months to complete. Your Apprentice will be supported by a dedicated Lifetime Training Regional Trainer.

See our Apprenticeship guide on www.PubPartners.net, call Lifetime Training (our Apprenticeship provider) on 0845 12238510 or email: greeneking@lifetimetraining.co.uk

ALL ABOUT

PUBS PARTNERS TRAINING

Greene King Pub Partners is based in Bury St Edmunds, Suffolk. We operate over 1,000 leased, tenanted and franchised pubs with independent operators. We are part of Greene King which was founded in 1799 and has 220 years of heritage in brewing and pubs. We take Learning & Development very seriously.



Our training is NITA award winning (National Industry Training Awards).

Our training is innovative, not one size fits all. We are also very flexible and offer classroom/workshop based training, in-pub training, management to leadership training and e-learning via a desktop and mobile. So whatever your preference as to how you best learn, we've got it covered.

We want our business partners who run our pubs to be the very best, to be successful and so our training and development provides everything that is needed to make that happen. After all our whole purpose is to Pour Happiness into Lives.

With the right development, we can all achieve that.



WHAT OUR

PARTNERS THINK



JOSH KHAN
KING CHARLES TAVERN,
NEWBURY

"I believe I'm a student of Greene King. I've used all their training and my team have also attended the cellar service course. My business development managers are both very good and their support is immense; I couldn't be happier."



DANIEL & RACHEL LAMPRECHT
LION & LAMB, LITTLE CANFIELD

"After spending so long thinking training courses were a waste of time, we came away realising the huge benefits they bring. We both found the three-day induction course so interesting and have come away with fresh ideas and new knowledge. We will certainly be utilising the other training available for our team."



CHRIS WINDLE
THE CROSS KEYS,
YORK

"Prior to reopening the Cross Keys, our new team were trained for two days in the pub. This training covered everything front and back of house and really brought the team together. It was great and as a result the site is thriving."



ANDRENA SMITH-BOWES
MULTIPLE OPERATOR,
SCOTLAND

"The training team at Greene King Pub Partners are excellent. They train my teams at all my sites on the full customer journey and are available all year round, no matter how big or small the training you need. I cannot emphasise enough the value they give to my business."