



Key skills for the restaurant operations - Open Educational Resources (OERs)

LANGUAGE: ENGLISH			
ACTIVITY	LINK	DESCRIPTION	TYPE OF LICENSE
Definition and management of a work activity in compliance with labour law	https://www.youtube.com/watch?v=CzYYqz69qe4	Video about employment claims in relation to hours of work, rest breaks etc. in Ireland, published by Terry Gorry Solicitor	Standard YouTube License
Definition and management of the specific professional activity in restaurant operations	https://www.youtube.com/watch?v=LVFcSqb54mo	Interview with Angela Loewen, restaurant manager, presenting tips about how to be a good restaurant manager	Standard YouTube License
Fitting of the menus to be offered in the restaurant	https://www.youtube.com/watch?v=yNXlpZ8lhkM	Video with tips and tricks for making the most of your restaurant menu, published by <i>BuzztimeBusiness</i>	Standard YouTube License
Setting-up of the premises of the restaurant (namely, <i>mise en place</i> of the restaurant service)	https://www.youtube.com/watch?v=6XUfzRVfauk	Training video about do's & don't of table service, published by <i>Foxtail Catering</i>	Standard YouTube License
Serving the guests of the restaurant	https://www.youtube.com/watch?v=2WqGCoOKouk	Training video about guest service	Standard YouTube License



		and dining experience, published by <i>Lobster International S.A.</i>	
Preparation and presentation of the gastronomic offer chosen by the guests of the restaurant	https://www.youtube.com/watch?v=jHeyKlgxfIY	Video about plating techniques shown by chef Doug McNish	Standard YouTube License
Tidying up of saloon/s, kitchen, and equipment of the restaurant	https://www.youtube.com/watch?v=kosPDfgRRGA	Video about procedures and tools to ensure a safe and clean restaurant	Standard YouTube License
Management of the relation with the guests of the restaurant	https://www.youtube.com/watch?v=EWNLt8--5ns	Video about how to develop loyal customers in the restaurant business, published by <i>Howcast.com</i>	Standard YouTube License
Management of the relation with the staff of the restaurant	https://www.youtube.com/watch?v=U58symcKM14	Training video with tips about goals, missions, alignments etc. in restaurants, published by <i>TheRestaurantBoss.com</i>	Standard YouTube License
Monitoring of the provisions of materials utilised in the restaurant saloon	https://www.youtube.com/watch?v=lrV6EYeaRGE	Training video about receiving and storing, published by the <i>Chef Ann Foundation</i>	Standard YouTube License



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Definition and management of a work activity in compliance with labour law	https://www.youtube.com/watch?v=zOuo_gx1D1s0	Video with Hina Belitz talking about the contract of employment, published by <i>Partners Employment Lawyers</i>	Standard YouTube License
Definition and management of the specific professional activity in banquet operations	https://www.youtube.com/watch?v=_pdDscTmanU	Video showing the equipment and different stages of a corporate dinner at Museum of London October 2012	Standard YouTube License
Fitting of the menus to be offered in the banquet	https://www.youtube.com/watch?v=4XTFJsNTqw8	Video about how the <i>chef by design catering & event design</i> customize menus, published by <i>THEgirlTyler design and photography</i>	Standard YouTube License
Setting-up of the premises of the banquet service (namely , <i>mise en place</i> of the banquet service)	https://www.youtube.com/watch?v=4DBi56lAb34	Training video about catering room setup	Standard YouTube License
Serving the guests of the banquet	https://www.youtube.com/watch?v=eIZhE	Training video about the table service	Standard YouTube



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Preparation and presentation of the gastronomic offer of the banquet	https://www.youtube.com/watch?v=O1ARyw1G7Ng&list=PLp53hk7Xhp_rHToDgwwvkrqf1MAfwAGtI&index=4	Video about the elements of plating shown by Michael Laiskonis, published by the <i>Institute of Culinary Education</i>	Standard YouTube License
Tidying up of saloon/s, kitchen, and equipment utilised for the banquet service	https://www.youtube.com/watch?v=EOExH4DRZIk	Training video about clearing at a catering, published by <i>UofIHousingTraining</i>	Standard YouTube License
Management of the relation with the guests of the banquet	https://www.youtube.com/watch?v=8ZIXxMYWkHU	Interview with Phil Colbert from <i>Happy Chef Catering Company</i> talking about customer service, published by <i>www.askaboss.info</i>	Standard YouTube License
Management of the relation with the staff of the banquet service	https://www.youtube.com/watch?v=8ubRzZirRKs&list=PLefeC_U-ThBp63KkALNnkxwC-kGxxVBwC	Video about differences between managers and leaders, published by Scott Williams	Standard YouTube License
Monitoring of the provisions of materials utilised in the banquet service	https://www.youtube.com/watch?v=mhbRrjzwK8o	Training video about inventory of food and track food waste, published by the <i>National Restaurant Association</i>	Standard YouTube License



Key skills for the reception operations - Open Educational Resources (OERs)

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Definition and management of a work activity in compliance with labour law	https://www.youtube.com/watch?v=sGrkDghSgBY	Video about the UK employment Law, published by <i>Paul Hastings</i>	Standard YouTube License
Definition and management of the specific professional activity in reception operations	https://www.youtube.com/watch?v=FkBJsPPoAxw	Video about the daily work of reception and front desk staff, published by <i>www.hotelandrestaurant.co.za</i>	Standard YouTube License
Management of reservations	https://www.youtube.com/watch?v=cPZcTz5xzt4	Video about managing reservations at <i>The Ritz London</i> , published by <i>Hosco.TV</i>	Standard YouTube License
Management of check-in operations	https://www.youtube.com/watch?v=wyqfYJX23lg	Video about checking into a hotel, published by <i>LinguaTV</i>	Standard YouTube License
Client assistance during the stay - Dealing with guests	https://www.youtube.com/watch?v=hRAM5EE5kgg	Training video about customer service and how to deal with difficult guests, published by <i>Media Partners</i>	Standard YouTube License



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Management of check-out operations	https://www.youtube.com/watch?v=82aoqknODkM	Perfect Check Out at <i>The Berkeley Square Hotel</i> for training purposes	Standard YouTube License
Accommodation administrative management	https://www.youtube.com/watch?v=8eicCGmFTS8	Career advice on becoming a reservations manager by Gillian Macintosh, working for <i>Dakota Hotels</i> , published by <i>icould career stories</i>	Standard YouTube License
Management of safety, security and surveillance	https://www.youtube.com/watch?v=nq3EeNPkdpY	Training video about Hospitality Security Awareness, published by <i>National Resource Safety Center, Inc.</i>	Standard YouTube License
Management of the relation with the customers of the accommodation structure	https://www.youtube.com/watch?v=hU_T_cVZKmhY	Interview with a guest relations agent at the <i>Lancaster London Hotel</i>	Standard YouTube License
Management of the relation with the staff of the accommodation structure	https://www.youtube.com/watch?v=KEWYVhMRNn8	Video on how to improve employee performance by Patrick Schwerdtfeger	Standard YouTube License

