



**WESTMINSTER  
ADULT  
EDUCATION  
SERVICE**

# NEED TO UPSKILL YOUR WORKFORCE?

The Hospitality Pathways Project is funded by the European Social Fund and provides training to those employed within the Hospitality sector. It aims to help employees progress up the career ladder, secure a salary increase or move on from a zero-hours contract.

The focus of this project is on upskilling or reskilling employees and includes those members of staff that have been furloughed due to the economic impact of the Covid-19 outbreak and the restrictions brought in to tackle it.

## GET AHEAD IN THESE CHALLENGING TIMES

Westminster Adult Education Service has been selected to deliver this European Social Fund contract which will provide free training to support the needs of those working in the London Hospitality sector.

The overall focus is to help support London's Hospitality Industry through delivering focused training in a range of formats designed to meet the different needs of different participants.

Eligible businesses, their employees and individuals can benefit from a training offer which is directly relevant to their workplace. All the courses are delivered remotely, with the range containing distance learning, and courses delivered over Teams.



**City of Westminster**



**European Union**  
European  
Social Fund



*"Skills and training will play a pivotal part in going forward, raising employee confidence and making better organisations, and a better city to work in."*

London Assembly - Economy Committee -  
17/06/2020

Our training programme includes:

- Conflict Management
- Data Protection and Data Security
- Effective Communication in the Workplace
- English – Listen and Respond / Writing for Communication
- Leadership Skills
- Lean Organisation Management Techniques
- Maths – Making Calculations / Money, Time and Temperature
- Organising and Delegating
- Performance Management
- Principles of Customer Service in the Hospitality Sector
- Solving Problems and Making Decisions
- Stress Management
- Working with Customers

**FREE  
TRAINING**

Call Alexa Hipwood on 020 8057 5127 or email [AHipwood@waes.ac.uk](mailto:AHipwood@waes.ac.uk) for more details and to find out if you are eligible to claim your free training