

Course library guide



We're online. We're global. We're a community of hospitality superstars. We're here to provide you with the learning tools you need to succeed.

We provide online video learning content specific to the hospitality industry. Our growing library of courses and lessons is video-based and is always led by world-class instructors.

Our Netflix-style library has been designed to encourage you to develop your skills, build your credentials, grow your confidence, and discover your passions. You can have instant access to our lessons and courses which include downloadable resources, quizzes, and certificates globally endorsed by the Institute of Hospitality.

Plus, you can access our content on desktop, mobile, anytime, anywhere.

98% of Typsy learners said that learning a new skill on Typsy has helped them:

- ✓ Serve guests better
- ✓ Be safer at work
- ✓ Increase sales
- ✓ Enjoy their job more



Course Categories

Typsy courses are loved by 150 000+ hospitality workers from every corner of the globe. No matter your experience in the industry, your background, or location, we've got you covered.



 = Premium courses

All courses are available on a Premium subscription.

Find out more about Typsy pricing here: www.typsy.com/signup

Compliance

Completing tasks following rules and regulations doesn't only provide essential workplace safety to one staff member, but to everyone including your guests.



Threats and security awareness for front line staff 👑

11 lessons | 50 minutes

Led by Anthony McGinty, Intelligence Advisor.

In this course, you will discover a comprehensive and holistic approach to security.

Key learnings:

- How to prevent incidents at your venue
- What you should do in the moment if a crisis does happen
- Methods for reporting threats



Food safety and hygiene fundamentals 👑

13 lessons | 44 minutes

Led by Alastair McLeod, Owner of Al'FreshCo.

In this course, you will explore the key issues you need to be aware of to keep yourself, and your customers, safe.

Key learnings:

- Why food safety and hygiene are important
- Best-practice handwashing and personal hygiene in the workplace
- What personal protective equipment is, and how to use it



COVID-19 hygiene and cleaning practices for service staff 👑

7 lessons | 26 minutes

Led by Lisa Hobbs, Consultant in the hospitality industry and Director on the board of Women in Hospitality.

In this course, you will discover cleaning and hygiene standards designed to mitigate risk and increase safety during the post-COVID period.

Key learnings:

- When and how to correctly clean and sanitize surfaces
- How to become a COVID-19 Warrior



Diversity, equity, and inclusion 👑

9 lessons | 36 minutes

Led by Dr. Debra Blair, Associate Professor at Temple University School of Tourism and Hospitality Management (STHM).

In this course, you will learn how and why you should develop a diverse, inclusive, and equitable workplace environment.

Key learnings:

- The far-reaching benefits of diversity in the workplace
- How can unconscious bias affect ourselves and others
- How to identify and change your personal biases

Compliance



GDPR 👑

13 lessons | 55 minutes

Led by Jamal Ahmed, Privacy Professional and GDPR Practitioner.

In this course, you will learn the fundamentals of data protection and privacy.

Key learnings:

- The key principles of GDPR
- The lawful basis for protecting data
- The reasons and requirements for obtaining consent for data processing



COVID-19 responsibility and service tips

5 lessons | 21 minutes

Led by Zara Madrusan, Co-Owner of Made in the Shade Group.

In this course, you will learn how to provide great customer service while respecting social distancing.

Key learnings:

- The impact of COVID-19 on the hospitality industry
- How to make your customers feel safe



Health and wellbeing in hospitality

12 lessons | 53 minutes

Led by Laura Green, Founder of Healthy Pour.

In this course, you will learn all about mental health, as well as health and wellbeing in the hospitality industry.

Key learnings:

- How to create a healthy work-life balance
- The different types of demands in the hospitality industry
- How the hospitality industry can impact your health and wellbeing



Alcohol awareness 👑

13 lessons | 45 minutes

Led by Fred Siggins, Drinks Expert, Writer, Educator, and Bartender.

In this course, you will learn all about the responsible service of alcohol.

Key learnings:

- Consequences of unsafe alcohol service
- Effects of alcohol on the body
- How to check a guest's identification

Compliance



WHS - Personal protective equipment 👑

7 lessons | 12 minutes

Led by Luke Croston, Chef and Creator of Custom Food Solutions.

In this course, you will learn the importance of personal protective equipment.

Key learnings:

- What is personal protective equipment (PPE)
- When to use personal protective equipment
- Using personal protective equipment correctly



Food allergies 👑

10 lessons | 36 minutes

Led by Shandee Chernow, Founder and President of CertiStar.

In this course, you will understand important information about food allergies that will help you keep your customers safe.

Key learnings:

- Allergic reactions and anaphylaxis - signs & symptoms
- Would you eat this if you were allergic?
- Serving guests with food allergies



Workplace bullying and harassment 👑

12 lessons | 36 minutes

Led by Juliette Gust, Restaurant Consultant, Trainer, and Keynote Speaker.

In this course, you will get a better understanding about the issues of workplace harassment and bullying.

Key learnings:

- What to do if you are a victim or witness
- Potential consequences for perpetrators
- What is considered workplace bullying



WHS - Slips, trips, and falls 👑

7 lessons | 14 minutes

Led by Luke Croston, Chef and Creator of Custom Food Solutions.

In this course, you will understand the common causes of slips, trips, and falls in the hospitality industry.

Key learnings:

- Identify and prevent common slip hazards
- Identify and prevent common trip hazards
- Identify and prevent common fall hazards



WHS - Manual handling 👑

8 lessons | 17 minutes

Led by Luke Croston, Chef and Creator of Custom Food Solutions.

In this course, you will understand what manual handling is.

Key learnings:

- Common manual handling hazards and consequences
- Identify and assess manual handling hazards
- Reduce or eliminate manual handling hazards

Beverage

The best bartenders and baristas are adept communicators – and they also boast an encyclopedic knowledge of beverages. Help reach new heights with these expert beverage courses.



Tea mastery 👑

12 lessons | 56 minutes

Led by Nathan Wakeford, Co-Owner and Director of Somage Fine Foods.

In this course, you will learn the importance and best practices of tea tasting and evaluation as well as how to pair tea with food.

Key learnings:

- How to control tea infusion
- The different tea cupping practices
- Pairing tea with food



Rum cocktails 👑

13 lessons | 38 minutes

Led by Ian Burrell, Global Rum Ambassador.

In this course, you will learn how to make 11 classic rum cocktails.

Key learnings:

- The key ingredients in a variety of classic rum cocktails
- How to mix, shake and stir 11 classic rum cocktails
- Fun facts about each of the classic rum cocktails



Vodka cocktails 👑

14 lessons | 34 minutes

Led by Erik Lorincz, the Savoy London's 10th Head Bartender.

In this course, you will learn how to create 12 of the most popular vodka cocktails.

Key learnings:

- The key ingredients in a variety of classic vodka cocktails
- How to mix, shake and stir 12 classic vodka cocktails
- Fun facts about each of the classic vodka cocktails



Draft beer operations 👑

13 lessons | 52 minutes

Led by Lev Katsouba, Draft Specialist and CEO of DC Clean.

In this course, you will learn the ins and outs of draft beer systems so you can pour the perfect pint every time.

Key learnings:

- An overview of how draft systems work
- How to change and tap kegs
- The importance of cleaning and maintaining beer lines



Champagne essentials

14 lessons | 53 minutes

Led by Kyla Kirkpatrick, Owner of The Champagne Dame.

In this course, you will understand what champagne is, where it comes from, and receive an overview of the beverage's history.

Key learnings:

- How champagne is made
- How to store and open a bottle of champagne
- How to serve champagne



Espresso coffee drinks 👑

12 lessons | 19 minutes

Led by Hugh Kelly, Barista at ONA Coffee House.

In this course, you will learn how to make nine different espresso coffee drinks as well as get some handy tips on making takeaway coffee.

Key learnings:

- The difference between all types of coffee drinks
- How to make nine different espresso coffee drinks
- How to make takeaway coffee



Espresso coffee fundamentals

15 lessons | 44 minutes

Led by Hugh Kelly, Barista at ONA Coffee House.

In this course, you will learn how to use and maintain the machine behind the perfect cup of coffee: the espresso machine.

Key learnings:

- How to make the perfect espresso shot
- How to stretch and texture milk
- Top tips for espresso coffee service



Tea fundamentals

13 lessons | 50 minutes

Led by Nathan Wakeford, Co-Owner and Director of Somage Fine Foods.

In this course, you will learn the different types of tea, how to brew tea correctly and how to take advantage of the booming tea trend.

Key learnings:

- A short history of tea
- Where tea comes from
- Types of tea: an overview



Gin cocktails

10 lessons | 22 minutes

Led by JJ Goodman, Owner of the London Cocktail Club.

In this course, you will learn how to mix and serve ten gin cocktails that will have you shaking things up in no time.

Key learnings:

- The key ingredients in a variety of classic gin cocktails
- How to mix, shake and stir ten classic gin cocktails
- Fun facts about each of the classic gin cocktails



Guinness

5 lessons | 20 minutes

Led by Stephen Kilcullen, Master Brewer and Global Head of Quality at Guinness.

In this course, you will learn the basics of Guinness, how to pour it and how to pair Guinness with food.

Key learnings:

- How Guinness Draught is made
- How to pour and serve Guinness on tap
- How to pair Guinness with food



Gin basics

7 lessons | 28 minutes

Led by JJ Goodman, Owner of the London Cocktail Club.

In this course, you will learn essential tips to recommend and serve gin to customers.

Key learnings:

- How gin is made
- How to recommend gin
- How to serve gin



German beers

10 lessons | 38 minutes

Led by Sebastian Priller, Head Brewer at German brewery, Riegale.

In this course, you will learn the history of German beers, their brewing process, and how to pour beer correctly.

Key learnings:

- An overview of the beer brewing process
- How to recommend German beers to customers
- How to pour beer correctly



Sake for restaurant owners 🏰

6 lessons | 29 minutes

Led by Yoshihiro Sako, Sake Sommelier and Director of Sake at Yuzuki Japanese Eatery.

In this course, you will learn all the basics you need to know before adding sake to your menu.

Key learnings:

- Tips for making the most of your restaurant's sake selections
- The health benefits of safe
- Popular sake brand and current brewing trends



Vodka basics

14 lessons | 34 minutes

Led by Monique Farah, one of the Top Vodka Experts in California.

In this course, you will learn the vodka basics, how to recommend it to customers, and the top vodka brands.

Key learnings:

- How to taste vodka and talk about its flavor
- How to make vodka infusions
- The different brands of vodka made globally and how they differ



Sake basics

6 lessons | 32 minutes

Led by Yoshihiro Sako, Sake Sommelier and Director of Sake at Yuzuki Japanese Eatery.

In this course, you will learn the basics of sake, from brewing to serving.

Key learnings:

- What sake is and how it is served
- The sake brewing process
- How to recommend sake to customers



Wine knowledge essentials

12 lessons | 55 minutes

Led by Kristene King Thrall, Sommelier and Director of Training at Louie's Wine Dive.

In this course, you will learn the basics of wine and how to make great wine recommendations.

Key learnings:

- The most common red, white, and sparkling wines
- How wine and sparkling wine are made
- How the wine fermentation process works

Beverage



Wine 101 for servers

7 lessons | 28 minutes

Led by Kristene King Thrall, Sommelier and Director of Training at Louie's Wine Dive.

In this course, you will learn all about wine while discovering the skills you'll need to perform effortless wine service at the tableside.

Key learnings:

- How to open a bottle of wine
- How to polish a glass of wine correctly
- How to hold a glass of wine



Bartending for beginners

11 lessons | 30 minutes

Led by Charlie Ainsbury, Co-Owner of This Must Be The Place.

In this course, you will learn the basics of bartending.

Key learnings:

- Essential bartending tools
- How to garnish cocktails
- Essential cocktail making techniques



Whiskey basics

8 lessons | 36 minutes

Led by Dustin Haarstad, Founder of the cocktail consulting company Blind Tiger Cocktail Co.

In this course, you will learn all about whiskey and its origin.

Key learnings:

- How whiskey is made
- The different types of whiskey glasses
- How to talk about whiskey like a pro



Classic whiskey cocktails

6 lessons | 11 minutes

Led by Dustin Haarstad, Founder of the cocktail consulting company Blind Tiger Cocktail Co.

In this course, you will learn how to make six famous whiskey cocktails.

Key learnings:

- The key ingredients in a variety of classic whiskey cocktails
- How to mix, shake and stir ten classic whiskey cocktails
- Fun facts about each of the classic whiskey cocktails



Beer basics

11 lessons | 50 minutes

Led by Kirrily Waldhorn, Founder of Beer Diva.

In this course, you will learn all about what makes a beer, a beer and how to serve it like a pro.

Key learnings:

- How to make beer recommendations to customers
- How to taste and serve beer like a pro
- The different types of beers currently on the market

Business

Creating or managing a successful business isn't easy. Discover the business skills that will help you improve overall business operations and profitability.



Writing 101 for hospitality businesses

9 lessons | 29 minutes

Led by Helen Steemson, Creative Director at Words for Breakfast.

In this course, you will learn how to write punchy, concise, and tailored content to convert your audience.

Key learnings:

- How to identify target audiences
- How to write persuasively
- How to write effective marketing emails



Instagram for hospitality businesses

8 lessons | 38 minutes

Led by Sam Mutimer, Founder and Director of Social Media at Thinktank Social.

In this course, you will discover how to set up a successful Instagram account for your venue and tips to increase your social media presence.

Key learnings:

- How to develop an Instagram content strategy
- How to get more followers, likes, and comments
- How to encourage user-generated content



Social media for hospitality businesses

9 lessons | 31 minutes

Led by Sam Mutimer, Founder and Director of Social Media at Thinktank Social.

In this course, you will discover how to get your business's social media accounts working to your advantage.

Key learnings:

- The importance of setting social media goals
- How to use hashtags that work
- How to respond to customer complaints on social media



Better food cost management 🏆

10 lessons | 54 minutes

Led by Ryan Gromfin, Founder of The Restaurant Boss.

In this course, you will learn how to achieve better food cost management in your venue.

Key learnings:

- How to calculate prime cost, menu item costs, goods sold cost, and more
- How to manage portion control in the kitchen
- How to use a food order guide



Profit and loss essentials 👑

12 lessons | 59 minutes

Led by our Nicolas Simon, Co-Founder and CEO of Wilcuma.

In this course, you will learn how to create and maintain a profit and loss statement that will help you keep on top of your venue's finances.

Key learnings:

- The fundamentals of profit and loss
- Operational expense budgets for profit and loss
- Analyzing revenue for profit and loss



The art of menu engineering 👑

8 lessons | 38 minutes

Led by Ryan Gromfin, Founder of The Restaurant Boss.

In this course, you will learn how to design a menu that will boost sales.

Key learnings:

- How to write menu descriptions
- How to price items on your menu
- How to sell expensive menu items



Improving hospitality business operations

9 lessons | 41 minutes

Led by Eden Sunshine, Creator of The Level 7 System.

In this course, you will discover how to get started on systemizing your hospitality business.

Key learnings:

- Why you should systemize your business
- How to create your system's list and template
- Getting your teams involved in systems



Optimizing your hospitality business 👑

10 lessons | 43 minutes

Led by Anthony LoGiusto, a Strategic Hospitality Manager.

In this course, you will learn how to identify areas of potential improvement across your business.

Key learnings:

- Strategies to help you identify and retain the best staff, both for short- and long-term
- Best-practice approaches to deciding which areas of your business will benefit from outsourcing
- Strategies for identifying and trimming waste in your business



Food delivery operations 👑

12 lessons | 40 minutes

Led by Scott Landers, Co-Founder of Figure 8 Logistics.

In this course, you will discover how to improve your food delivery operations and take advantage of this ever-expanding area of hospitality.

Key learnings:

- How to adapt your kitchen process for delivery
- Understanding logistical considerations for delivery operations
- How to incorporate guest feedback into your processes



How to sell more functions and events 👑

12 lessons | 47 minutes

Led by Bree Wailes, Founder of We Surge.

In this course, you will learn practical tips and tools to help you increase your business revenue.

Key learnings:

- The importance of selling more events
- The 3 step process to sell more vents
- Why client profiles will help you sell more



Advanced hotel revenue management 👑

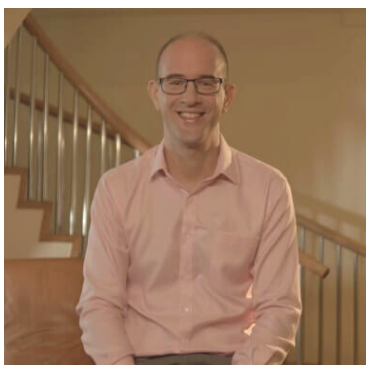
10 lessons | 42 minutes

Led by Ally Northfield, Revenue Management Specialist.

In this course, you will discover the advanced strategies you need to truly unlock your hotel's revenue potential.

Key learnings:

- How to optimize your business mix
- The psychology behind pricing
- How to manage your total revenue



Fundamentals of hotel revenue management 👑

11 lessons | 51 minutes

Led by Fabian Bartnick, Revenue management consultant and Founder, Infinito

In this course, you will discover how you can make a real, significant difference to your hotel's revenue management.

Key learnings:

- What's involved in the role of revenue manager
- How to understand and interpret data
- Basic forecasting principles and techniques

Culinary

Culinary staff are the lifeblood of any hospitality business. Learn new kitchen skills and turn your kitchen into a well-oiled machine with these must-watch courses.



Mise en place

6 lessons | 20 minutes

Led by Alastair McLeod, Owner of Al'FreshCo.

In this course, you will learn the effective use of mise en place, and understand how beneficial an organized workstation can be.

Key learnings:

- How to write a mise en place plan
- How to keep your workstation tidy during mise en place
- How to work effectively during mise en place



Kitchen leadership for executive chefs 👑

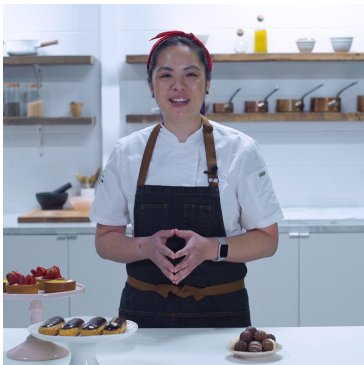
10 lessons | 31 minutes

Led by Glenn Flood, Culinary Leadership Expert.

In this course, you will learn how to develop awareness of your management style, identify gaps that are holding you back, and unpack the skills you need to help your business grow.

Key learnings:

- The job requirements, duties, and responsibilities of an executive chef
- Essential chef leadership skills
- How to be a great communicator in a leadership position



Pastry fundamentals 👑

12 lessons | 41 minutes

Led by Kay-Lene Tan, Head Pastry Chef at Tonka and Coda restaurants.

In this course, you will learn all about the fundamentals of pastry.

Key learnings:

- How to use different pastry tools
- The different types of flour and sugar
- How to make French, Swiss, and Italian meringue and apply it in recipe bases



Sustainable food practices 👑

11 lessons | 42 minutes

Led by Carlos Henriques, Owner and Co-Founder of the world's most sustainable restaurant, Restaurant Nolla.

In this course, you will discover how to think about sustainability in your restaurant and kitchen.

Key learnings:

- How to establish sustainable food practices when sourcing food
- What to consider when developing a sustainable food menu
- Practices that will help you reduce food waste



Introduction to the kitchen

13 lessons | 49 minutes

Led by John McFadden, Group Executive Chef.

In this course, you will be introduced to the basics of what to expect when working in the kitchen.

Key learnings:

- The importance of kitchen safety policies and procedures
- How to identify common hazards and how workplace injuries can be reduced
- How to establish expected personal hygiene practices and presentation standards to be in a kitchen

Hotel

Hotel staff are the people that keep things running. Ensure you have the skills to provide exceptional experiences every day with these expert-led courses.



Housekeeping principles

12 lessons | 42 minutes

Led by Hannah Crowley-McClelland, Chief Operating Officer at LUXXE Hotel Services.

In this course, you will be introduced to the principles and the effective service involved when working in a housekeeping position.

Key learnings:

- What and how to use housekeeping cleaning agents
- What and how to use housekeeping equipment
- What items to include on a housekeeping cart



Housekeeping applications

13 lessons | 49 minutes

Led by Loki Basireddy, Area Housekeeping Manager at LUXXE Hotel Services.

In this course, you will discover some best practice ways to clean every part of a guest room.

Key learnings:

- How to enter a guest room safely
- How to make a bed
- How to clean a bathroom



Front desk check-in and check-out

10 lessons | 48 minutes

Led by Samantha Mellor, Hospitality Trainer.

In this course, you will learn the best practices when it comes to check-in and check-out procedures to guarantee exceptional guest experiences from the first "hello".

Key learnings:

- How check-in and check-out can affect the guest experience
- What to prepare for a guest's arrival
- The different types of VIP guests



Front desk upselling 🏰

10 lessons | 36 minutes

Led by Alejandro Francino, Founder & CEO of HBD Upselling Solutions.

In this course, you will learn all about upselling and ways to utilize it when checking guests into your hotel to achieve positive results.

Key learnings:

- The importance of product knowledge when making recommendations
- The importance of creating a positive first impression
- How to gather information about guests



Cleaning practices for infection control 🏰

7 lessons | 28 minutes

Led by Nina Fairweather, Health and Safety Consultant in the hospitality industry.

In this course, you will learn what, when, and how to clean and disinfect all surfaces found in a hotel.

Key learnings:

- How to use personal protective equipment safely
- How to handle equipment safely



Infection cleaning principles for hotels 🏰

7 lessons | 25 minutes

Led by Nina Fairweather, Health and Safety Consultant in the hospitality industry.

In this course, you will learn how to reduce the risks of exposure to infectious diseases in your hotel.

Key learnings:

- The common infections in a hotel
- The chain of infection and what it means
- How to identify where and for how long viruses live



Room service essentials

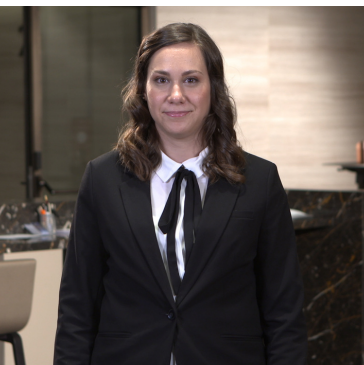
10 lessons | 29 minutes

Led by Ben Kershaw, Hotelier and Hotel Manager.

In this course, you will learn everything you need to know about in-room catering - plus some handy tips and tricks you won't hear anywhere else!

Key learnings:

- How to prepare for room service delivery
- Best-practice strategies for entering a guest room
- How to deliver in-room dining



Introduction to front office 🏰

10 lessons | 37 minutes

Led by Sofia Barroso Gomez, Front Office Manager.

In this course, you will be introduced to the front office and what it takes to be part of the front office team to ensure positive guest experiences.

Key learnings:

- How each front office role interacts and contributes to the guest experience
- The different types of guests and their traits
- How to communicate with each guest to influence a positive guest experience



Concierge fundamentals 👑

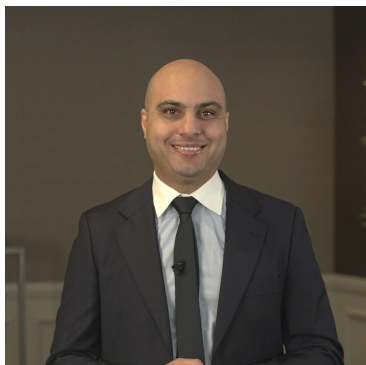
11 lessons | 41 minutes

Led by James Ridenour, Chief Concierge.

In this course, you will discover what this means, what guests, managers, and colleagues expect from you, and how you can excel at being a hotel concierge.

Key learnings:

- Tips on what to include when preparing an itinerary
- How to seek feedback to build local knowledge
- The importance of following a hotel credit policy



Porter fundamentals

10 lessons | 29 minutes

Led by Feras Ahmad, Director of Rooms.

In this course, you will discover the fundamentals of preparing for guest arrivals, escorting guests, guest departures, and other services a porter will provide.

Key learnings:

- How the porter can affect the guest journey
- A hotel porter's presentation standards
- The personality of a hotel porter

Management

It takes a strong combination of leadership, operational savvy, and business acumen to be the owner or manager of a hospitality venue. Take a look at these courses to help you stay up-to-date in the hospitality industry.



Introduction to hospitality management 👑

10 lessons | 30 minutes

Led by Mike Ganino, Restaurant Consultant, Trainer, and Keynote Speaker.

In this course, you will discover what it takes to work in a leadership role.

Key learnings:

- How to be a confident manager
- How to roster staff effectively
- How to multitask effectively at work



Effective communication with staff 👑

7 lessons | 21 minutes

Led by Mike Ganino, Restaurant Consultant, Trainer, and Keynote Speaker.

In this course, you will discover some great tips for sharpening your managerial skills.

Key learnings:

- Understand how to create a positive work environment to guide your team towards continuous improvement
- How to have difficult conversations with your staff



Training fundamentals 👑

13 lessons | 46 minutes

Led by our Nicolas Simon, Co-Founder and CEO of Wilcuma.

In this course, you will learn key skills and techniques that will help you create and deliver engaging training content to your team.

Key learnings:

- How different people learn
- How to effectively train others
- How to make your training and delivery engaging



Rostering management 👑

11 lessons | 41 minutes

Led by Lisa Spiden, Founder and Managing Director of Roster Right.

In this course, you will learn what to consider when doing your rosters to help with your business's success.

Key learnings:

- What a good roster consists of
- How small changes to a roster can be costly over time
- What a base roster is and how to use it

Management



Introduction to leadership 👑

10 lessons | 37 minutes

Led by Alicia Brown, Founder of Guide to Thrive.

In this course, you will learn all the leadership essentials you need to know to set goals for your future self.

Key learnings:

- The role of a leader
- How to transition into a leadership role
- The different leadership styles



Recruitment and onboarding 👑

13 lessons | 46 minutes

Led by Mike Hewitt, Founder and Operator of One Haus.

In this course, you will take a look at an overview of recruitment, selection, and onboarding.

Key learnings:

- The Human Resources Management Tools to recruit the right people based on business and cultural needs
- How to onboard your new recruits to promote commitment



COVID-19 business restart for managers 👑

14 lessons | 1 hour and 4 minutes

Led by Michael Bascetta, Co-Founder of Worksmith and Co-Owner and Operator of Bar Liberty, Capitano, and Falco Bakery.

In this course, you will explore practical strategies to consider when restarting your business post-COVID-19.

Key learnings:

- Best-practice strategies for post-COVID-19
- How to engage guests and staff
- How to rebuild workplace culture



Relationships for leaders 👑

12 lessons | 59 minutes

Led by Monisha Dewan, Certified Executive Coach and Founder and CEO of 'Everything Sales'.

In this course, you will learn the importance of relationships for leaders.

Key learnings:

- How to start building a great relationship
- The Relationship Guidelines
- The four elements to building relationships



Leading and motivating teams 🏆

11 lessons | 36 minutes

Led by Narelle Glynn, Transformation, Organisational Change, and Digital Transformation Director.

In this course, you will discover the principles of building motivated teams, and how to lead, engage, and evaluate your team members to inspire them on a long-term basis.

Key learnings:

- The difference between managing and leading teams
- The importance of effective communication with your teams
- The value of communicating purpose to team members



Problem solving and creative thinking 🏆

11 lessons | 48 minutes

Led by Ioannis Pantelidis, Hospitality Consultant and Digital Storyteller

In this course, you will explore how problem-solving skills and creative thinking can help you find a range of solutions.

Key learnings:

- How to nurture creative thinking in a professional setting
- Best practices for establishing creative working environments
- How to reframe problems to find innovative solutions

Service

Service staff are the face of any hospitality business, which is why you want to be immaculately presented across all fronts. Develop your service skills, communication, and menu knowledge with these essential courses.



Front of house essentials 👑

15 lessons | 30 minutes

Led by Brooke Adey, Winner of Young Waiter of the Year 2015.

In this course, you will learn the essential front-of-house skills, which will ensure you provide stellar service to every customer.

Key learnings:

- How to set a table in a restaurant
- Greeting and seating guests
- How to make meal recommendations to customers



Body language basics

6 lessons | 33 minutes

Led by Mark Bowden, voted #1 in the Global Gurus Top 30 Body Language Professionals.

In this course, you will learn the basics of body language and how to make the most of it in a hospitality setting.

Key learnings:

- What your body language says about you
- How to project confidence and charisma
- What your handshake says about you



Time management for servers

7 lessons | 32 minutes

Led by David Hayden, the President of Hospitality Formula Consulting.

In this course, you will learn how to sharpen up your service skills and be a pro on the restaurant floor, by managing your time better and setting priorities on shift.

Key learnings:

- The four key times of the dining experience
- How to properly pace courses for your guests
- What to do when you are double or triple sat



Table service fundamentals 👑

14 lessons | 49 minutes

Led by Kate Edwards, Hospitality Consultant and owner of Kate Edwards & Company.

In this course, you will learn how to work as a server in a restaurant with confidence and professionalism.

Key learnings:

- How to serve food correctly
- How to hold a tray
- How to carry multiple plates



Delivering passionate service

11 lessons | 45 minutes

Led by Jason James, General Manager at Odd Duck.

In this course, you will discover tips for self-directed professional development to always excel at your job.

Key learnings:

- How to push yourself as a server
- How to communicate properly with guests and co-workers
- The importance of offering service with a smile



Exercise tips for hospitality workers

11 lessons | 50 minutes

Led by Leandra Rouse, Culinary Nutritionist and Founder of Le'ola Wellness.

In this course, you will explore some great exercises to prepare your body for the demands of your job and feel better every day.

Key learnings:

- Back exercises to build functional core strength
- The best shoulder exercises for hospitality workers
- How to strengthen your wrists for repetitive actions on the job



Teaching sales skills to servers

8 lessons | 41 minutes

Led by David Hayden, the President of Hospitality Formula Consulting.

In this course, you will discover fundamental tips to help increase restaurant sales and improve customer service.

Key learnings:

- What words servers should use and avoid
- How servers can sell using descriptions
- How to sell drinks, starters, and desserts



Hosting 👑

9 lessons | 50 minutes

Led by Kate Edwards, Hospitality Consultant and Owner of Kate Edwards & Company.

In this course, you will discover how to become an incredible host to make your guest experiences amazing.

Key learnings:

- The importance of 'hello' and 'goodbye'
- How to communicate with guests in person
- How to communicate with guests on the phone



Customer (experiential) service

4 lessons | 13 minutes

Led by Amanda Stevens, Customer Experience Expert and Keynote Speaker.

In this course, you will learn how to create a positive and lasting customer experience.

Key learnings:

- How to master the first impressions
- How to build trusts with guests
- Ways to personalize the guest experience



Sales techniques for F&B 👑

11 lessons | 39 minutes

Led by Roger Beaudoin, President of Restaurant RockStars.

In this course, you will learn about different sales techniques that you can use to create an experience for your guests, which also results in increased sales.

Key learnings:

- How to identify the sales cycle within your F&B venue
- The value of product knowledge
- What and how to use suggestive selling



Guest experience fundamentals

12 lessons | 40 minutes

Led by Anna Dolce, Life and Business Strategist.

In this course, you will learn all about the importance of the guest experience and how to make it a positive one from the moment your guest enters your venue to the minute they leave.

Key learnings:

- The meaning of being hospitable
- The importance of first and last impressions
- How to make a positive first impression



Service practices during COVID-19 recovery.

7 lessons | 26 minutes

Led by Lisa Hobbs, Consultant in the hospitality industry and Director on the Board of Women in Hospitality.

In this course, you will discover an overview of the changes required to service practices during the COVID-19 recovery process.

Key learnings:

- The role you play in the COVID-19 recovery process
- How important your health and wellbeing is
- How your health and wellbeing affects your confidence



Butler fundamentals

12 lessons | 42 minutes

Led by Julius Smith, English Butler and House Manager.

In this course, you will discover the history and traditions of a butler.

Key learnings:

- The butler's mindset
- How to carry out Executive Assistant duties for the guest
- The importance and what is considered etiquette



Interacting with guests 👑

12 lessons | 49 minutes

Led by Beatrice Gallo, Sales Manager.

In this course, you will discover the fundamental practices of interacting with guests.

Key learnings:

- How to assess your guests' needs
- Why remembering your guests' names is important
- Various techniques to help you remember guests' names for interaction



Food delivery service

12 lessons | 32 minutes

Led by Scott Landers, Co-Founder of Figure 8 Logistics.

In this course, you will learn everything you need to know about how to be an outstanding food delivery professional in the modern world.

Key learnings:

- The importance of 'hello' and 'goodbye'
- How to communicate with guests in person
- How to communicate with guests on the phone



Fine dining service 👑

11 lessons | 43 minutes

Led by Julien Gardin, General Manager at Ando.

In this course, get an introduction to the world of fine dining service skills - including the fundamentals you need to know to get started in the industry.

Key learnings:

- What makes a fine dining experience extraordinary and memorable
- How to deliver exceptional fine dining service
- The challenges you might encounter in fine dining

The Typsy Tribe

Learning a new skill at your own pace often requires a lot of motivation and time. With Typsy, you can learn new hospitality skills from industry-experts in less than 5 minutes and receive industry-endorsed certificates upon completion.

Read the honest reviews from our users below.



"Loved it, couldn't wait for the next lesson as I was wanting to get 10 out 10 each time, and loved learning heaps of things."

Tracy C.



It's really great to learn new hospitality tips simply by just watching Typsy courses. I love this app.

Christine J.



"This is a fantastic platform that involves staff learning on the go and it's very easy to use."

Joseph C.

Get in touch!



+61 3 5955 4245



hello@typsy.com



typsy.com



[@asktypsy](https://www.facebook.com/asktypsy)



[/typsy](https://www.linkedin.com/company/typsy)



[@asktypsy](https://www.instagram.com/asktypsy)



[@asktypsy](https://twitter.com/asktypsy)