

# PulseHospitality™ Licensing Law Awareness

## PULSEHOSPITALITY™ LICENSING LAW AWARENESS

Everyone working within hospitality organisations that serve alcohol to the public should be aware of their responsibilities and legal requirements.

**Pulse**Learning creates learning solutions that bring measurable business value to our clients. We achieve this through a high-energy, client-centric approach that combines excellence in people, process, partners, technology and innovation.

The Pulse**Hospitality**™ solution from **Pulse**Learning was custom-created for hospitality organisations. Our solution provides a complete education and training solution that overcomes the day-to-day barriers to achieving licensing law compliance in a regulated environment. These barriers include dispersed workforces, high employee turnover and non-native speakers.

The Pulse**Hospitality**™ Licensing Law Awareness course aims to make your employees fully compliant with the rules of public serving of alcohol stipulated by the Licensing Law Act (2003). Our course provides the foundation knowledge required by your employees serving the public with alcohol under the supervision of a National Certificated Public Licence Holder (NCPLH). This course is aimed at all professionals working in the hospitality sector whether working in a bar, waiting on tables or delivering room service to a guest.

Our Pulse**Hospitality**™ solution leverages the highly accessible nature of the Web to reduce the time and cost associated with training. The Pulse**Hospitality**™ solution is available to your employees whether they are currently online or not. In line with your needs, our solution may be supplemented by a variety of tailored components, including quarterly Web seminars with leading industry experts and on-site consultancy.

## COURSE CONTENT

Our two-hour Licensing Law Awareness course includes:

- ▶ The Licensing Law Act (2003)
- ▶ Personal responsibilities when serving alcohol
- ▶ Alcohol and its effects
- ▶ Underage drinking
- ▶ Drug awareness
- ▶ A professional bar person
- ▶ Preventing trouble
- ▶ Dealing with confrontational incidents

**PulseLearning**  
Your Learning & Business Performance Partner

**PulseHospitality™** Solution  
Comprehensive Suite of Compliance & Business Performance Training

Licensing Law Awareness

### MEASURABLE BUSINESS ADVANTAGE

Pulse**Hospitality™** learning solutions offer the following advantages:

- ▶ Removal of exposure to risk through compliance with Licensing Law
- ▶ Improved staff performance, allowing staff to offer a higher level of customer service
- ▶ Support for staff with Personal Licence Holders (NCPLH)
- ▶ Enhanced support through updated industry best practices, benchmarking and quarterly seminars with industry experts
- ▶ A creative approach to collaborative and social learning and talent management
- ▶ Real-time monitoring, tracking and reporting that can be linked to compliance and/or learning performance

### DELIVERY AND REPORTING FEATURES

Our online solution includes the following features:

- ▶ Self-paced, modularised and engaging eLearning with optional role-specific training
- ▶ Extensive out-of-the-box reports for tracking training performance and compliance
- ▶ Rapid installation with minimal demands on client IT resources
- ▶ Access to the course from any Web-enabled computer

To speak with a member of our sales team, please contact us toll free in the U.K. at:

0 800 046 1650

From outside the U.K., contact us at:

+44 800 046 1650

You are welcome to email us at:

[PulseHospitality@PulseLearning.com](mailto:PulseHospitality@PulseLearning.com)

To see a demo for our hospitality offerings, please visit:

[www.PulseHospitality.com](http://www.PulseHospitality.com)

Our course enables your employees to serve alcohol responsibly.

