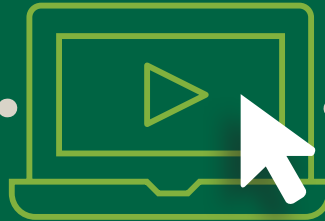




WELCOME TO

# learn*i*FI

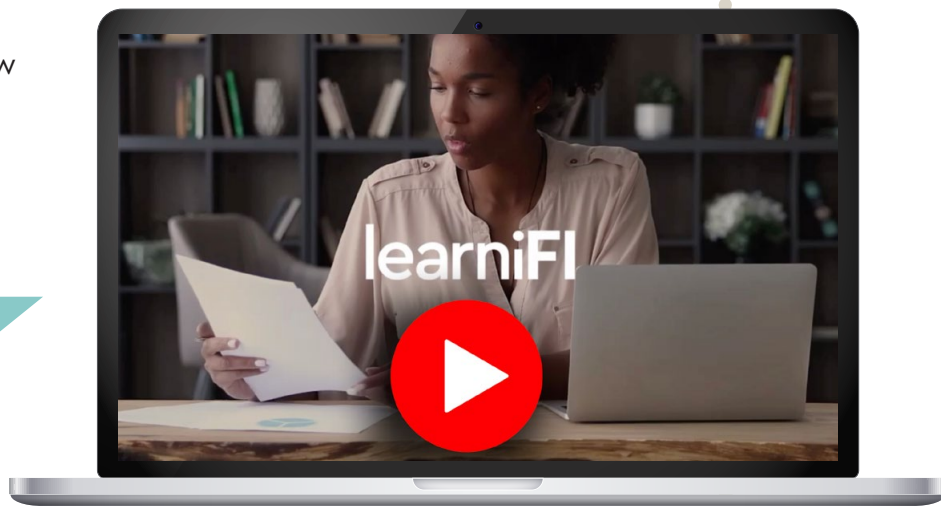


## About learnifi

Learnifi is Fáilte Ireland's learning platform with over 150 courses that will help develop your career in tourism.

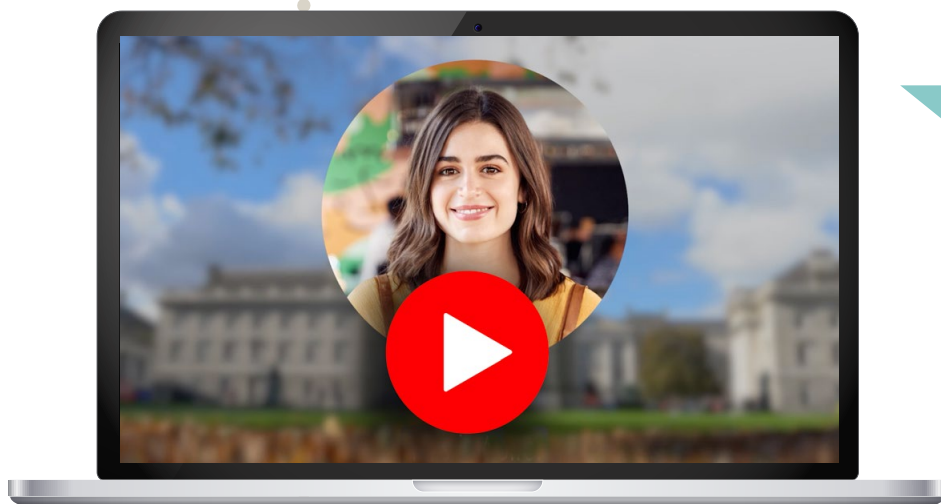
Sign in using your Fáilte Ireland Trade Portal credentials and follow the instructions to get started. If you do not have a Trade Portal account, you can set one up [here](#) and begin your learnifi journey.

Let's see  
how it works



## What's in it for you?

Whether you're a tourism employee, a new starter or manager, you can access expert guidance to assist in your current role and extra tools to help you take the next step.



Let's take  
a look

# The Learning Destination for Tourism Industry Professionals

Upgrade your skills, enhance your knowledge and stay ahead in the industry with our comprehensive online courses, webinars and supports. Created by industry experts, our suite of resources covers a range of topics to help you excel in your tourism career.



## Live Learning

Join hundreds of tourism businesses and professionals benefiting from our Live Learning courses. The year-round schedule is packed with new expert-led courses to help your business increase revenue and improve performance.

## Elearning

The great benefit of self-paced eLearning content is that it is available any time, any place. There are over 150 courses available in key skill areas. And, what's more, they are **free!**

### Remember!

New **live learning courses** are added regularly so make sure you continue to check the Trade Portal or the catalogue page on learniFI to see the latest additions.

What others  
are saying about  
**learniFI**

Excellent course – highly recommended!

Useful reminders and examples of good practice

Excellent Course as great introduction to Customer Service

Really helpful and effective course

Enlightening and succinct

I would recommend [this course] to those going into employment in a hotel



## Induction & Onboarding Supports

A positive induction process for new staff members is key to ensuring the successful engagement and commitment of new staff recruits and building effective, high-performing teams.

The resources are designed to help you plan and execute an effective and engaging induction for new staff, as well as manage onboarding and the probationary period.

## Fundamentals Suite of Courses

Our Fundamentals series covers key skills you will need to develop your tourism career. Each video has been designed to help with the induction of new staff, ongoing training of existing staff and encourages staff to remain within our industry.

Here are just some of the skills that you can learn in each career path.

### Fundamentals of Food & Beverage Service

Tray Service

Table Setting

Polishing Glasses

### Fundamentals of Kitchen Operations

The Safe use of Knives in a Kitchen Environment

Mise En Place

An Understanding of Labelling for Beef, Fish, and Poultry

### Fundamentals of Accommodation Service

How to Clean a Bathroom

Servicing and Upkeep of Public Areas

Making a Bed



# Build Your Basic Skills With Fundamentals



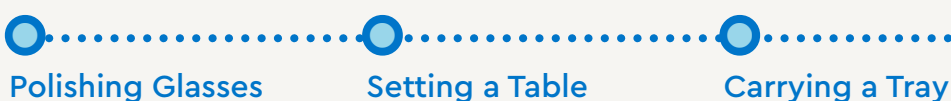
## Case study 1: Starting your journey

Alison, New Starter, Waitress  
(Food and Beverage)

### ONBOARDING



### FUNDAMENTALS SKILLS DEVELOPMENT



## Case study 2: Developing your business skills

Frances, Small Business Owner  
(Activity Provider)



### BUSINESS DEVELOPMENT



## Develop Your Skills With Progression Pathways

Progression Pathways are designed to show you the opportunities that exist to progress your career in tourism and some of the key skills you will need to succeed at every stage of your career, from entry level to leadership roles. Let's see how it works.

Here's an example of the Progression Pathway for a chef.



### Case study 3: Ongoing professional development Peter, Existing Staff Member, Commis Chef

Peter, an Existing Staff Member and Commis Chef, is using learnIFI to identify skills gaps, then choose the appropriate learning materials to develop the missing skills in each pathway.



#### INDUCTION



#### ONBOARDING



Introduction to Customer Service



Introduction to Health & Safety in the Workplace



Dignity at Work

#### SKILLS DEVELOPMENT



Clean & Tidy Kitchen



Knife Skills



Plan and Cost Basic Menus



Coordinate Cooking Operations

# HR, Management and Leadership Skills

Effective HR practices result in well-trained, motivated and committed employees. As recruitment and retention continue to be a priority focus for the industry, it is increasingly important to apply best practices in HR to enhance your Employer Brand.

Topics include:



## Meeting your Employer Obligations

The videos and their accompanying resources will enable you to ensure that you meet your obligations as an employer, while building a positive employer brand and providing a workplace that is valued by your employees.



## Employer Excellence Programme

The Fáiite Ireland Employer Excellence Programme has been developed to support businesses driving great employee engagement, and continuously build the appeal of their workplace. This initiative will help businesses like yours unlock their full potential by fostering a culture of excellence in the workplace.

Click [here](#) to find out more.





## Climate Action

Ireland has committed to cutting greenhouse gas emissions in half by 2030 and achieving net-zero emissions by 2050. Our learnFI content is helping tourism and hospitality businesses contribute to these targets. Not only will your business become more sustainable, but you'll learn how to introduce efficient cost-saving measures.



## Energy Management

Energy is a major outgoing cost in the tourism and hospitality sector, and with the recent steep rises in the cost of energy introducing even small changes across your business, you'll make noticeable savings and become more sustainable at the same time.

This course provides you with a practical and systematic approach to managing energy in your tourism and hospitality business.



# What learniFI can do for you

LearniFI is dedicated to providing the tourism and hospitality sector with expert supports, courses and webinars. See how it can help you or your tourism business.



## Best-in-class

LearniFI is a best-in-class platform and will help to address challenges from upskilling to maximising revenue.



## Expert guidance

Our courses are designed by experts in the field and are tailored to the unique qualities of each job role.



## Progression pathways

Understand exactly what course you will need for your current position and what courses will help you to progress up the ranks.



## Inclusive

LearniFI is open to all who wish to progress their professional development and empowers businesses to offer further learning and development opportunities to their teams.





# Key Skill Areas



Induction and Onboarding



Customer Service



Sales and Marketing



Operational Performance



Commercial Performance



Climate Action



Personal Development / Effectiveness



Human Resources



Management and Leadership

# Curriculum Highlights

Here are just some of the many courses that you can take to help develop your skills and career. **Sign up to learniFI today** to browse our full list of courses.

## Induction and Onboarding

Diversity and Inclusion

---

Solving Problems Through Feedback

---

Introduction to Health & Safety in the Workplace

---

## Operational Performance

The Fundamentals of Food and Beverage Service

---

The Fundamentals of Kitchen Operations

---

Process Reservations

---

## Personal Development / Effectiveness

Communicating Clearly

---

Achieve Improved Performance through Curiosity

---

## Customer Service

Introduction to Customer Service

---

How to be Customer Driven

---

Assessing the Customer Quickly

---

## Commercial Performance

Revenue Management

---

Budgeting and Forecasting

---

Enhance Efficiency and Productivity with Activity Based Costing

---

## Human Resources

The Fundamentals of People and Performance Management

---

Meeting Your Employer Obligations

---

Recruit and Maintain Staff

---

## Sales and Marketing

How to Market Your Product

---

Delivering a Fantastic Customer Experience in the Digital Age

---

Boosting Sales with Social Media

---

## Climate Action

Energy Management for Tourism and Hospitality Businesses

---

## Management and Leadership

Lead and Manage People

---

Coach Your Team to Success with GROW

---

Basic Brand Building

---







Fáilte  
Ireland