



TUCO
ACADEMY
PROSPECTUS
2019-2020

TUCO
ACADEMY

CONTACTS

For all Academy related enquiries or to make a booking, please contact the TUCO Academy team at academy@tuco.ac.uk

For the most up to date Academy information please visit www.tuco.ac.uk/learn
You can also follow us on Twitter and Instagram using [@TUCOLtd](https://twitter.com/TUCOLtd) and [#TUCOAcademy](https://www.instagram.com/TUCOAcademy).

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TUCO
ACADEMY

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WELCOME TO THE TUCO ACADEMY PROSPECTUS FOR 2019/20

The TUCO Academy aspires to be the first-choice provider for learning and development for TUCO members. All our development days, study tours and courses - both face to face and online, have been designed to meet specific needs and requests from our members, to cover legislative imperatives and to recognise emerging trends in hospitality. The courses span training and development needs from entry level to senior manager and director level in Universities and Colleges. All activities are subsidised for members and the Academy also aims to offer free of charge events supporting members' continuous professional development.



The TUCO Academy continues to work with trusted training providers on delivering courses and aims to ensure that these courses map on to other training avenues, including professional bodies who specialise in Hospitality, Catering and Leadership. Several of our one-day courses at TUCO HQ are designed to support staff in our member institutions who are building their careers and moving into leadership roles. Many of our training courses can be delivered across the UK in member regions to reduce travel costs and time for delegates. And we are pleased to also now include accredited Highfield courses for operational staff on site, in your own institution for only the cost of registration and certification of each learner. More information on Highfield courses can be found on page 7. For those who prefer e-learning, our partner for online learning Upskill People is endorsed by the Institute for Hospitality and accredited by People 1st.

Our study tours particularly aim to focus on food and drink trends that have been identified in the Global Food Trends Report, a research project carried out by The Food People on an annual basis. We also recognise that the international appeal of Universities and Colleges in the U.K will drive student attendance from outside the country. TUCO Academy balances extended international tours with shorter regional tours to appeal to a range of members' needs and budgets.

TUCO Academy development days emphasise skill-based training and cater for specific job roles or tasks within the hospitality and catering sector. We recognise that these roles will include many aspects of student and commercial services and create our programme accordingly.

Finally, the TUCO Academy is proud to provide the opportunity for members to undertake a master's degree with London South Bank University, including a potential bursary offer to cover the course fees. This degree programme has been tailored for public sector leaders or aspiring leaders in hospitality, catering and commercial services. The criterion for prospective students is either a degree OR a minimum of 5-years' experience. For more information please see pages 74-75.

The TUCO Academy team is always happy to receive comments and feedback and to respond to specific enquiries from members. We look forward to working together with TUCO members across the UK and provide valuable, professional development opportunities throughout all member institutions.

Sarah McLoughlin, Head of Academy

TUCO ACADEMY WHO ARE WE?

What we can do for you:

DAY COURSES

- Held at your own institution
- Regional Courses



QUALIFICATIONS

- Highfield Level 2
- Highfield Level 3
- In line with current legislation
- Master's Degree



DEVELOPMENT DAYS

- On-The-Go Training
- Hands-On Masterclasses



STUDY TOURS

- On Trend
- See-For-Yourself
- Experiences, travel abroad



E-LEARNING

- Learn-at-Home
- Learn in your own time
- Induction Training
- Build your own package



APPRENTICESHIPS

- Schemes
- Advice and support

HOW THE ACADEMY CREATES EVENTS

TRENDS REPORTS

In association with The Food People, the Global Food and Beverage Trends Report demonstrates the continuation and evolution of trends since the previous year. An online version of this report is available on the TUCO website or you can request a free hardcopy of the booklet.

COMPLIANCE & LEGISLATION

TUCO Academy are constantly monitoring current legislation to ensure that we are always offering training that can help your teams develop and act in accordance with any legislation.

STEERING GROUP

The TUCO Academy steering group, made up of TUCO Academy ambassadors from member institutions, and an independent consultant meet frequently to discuss new Academy initiatives and develop upcoming events. The Academy Steering Group recently extended an open invitation to TUCO member institutions to give feedback and we have produced a wider variety of learning and development opportunities as a result.

MEMBER FEEDBACK FORMS

Following every TUCO Academy event, feedback forms are sent to members who attended. All feedback is reviewed and acted on to improve our service. Member feedback helps us to ensure that we are providing is relevant to HE and FE. We're also able to identify any areas where we are able to make improvements.

CASE STUDIES FROM MEMBER INSTITUTIONS

By evaluating the success stories of some of our members, we are able to assess what is working well in university catering and showcase this to the rest of our members. Many of our Academy Study Tours now include visits to other institutions, allowing members to attend universities and colleges to experience best practice in commercial operation and any successful new initiatives.

SKILL DEMAND

Through talking with members and identifying the current skill demands in the industry, TUCO can create bespoke and unique hands-on experiences and events for members to attend that will directly enhance their skills and knowledge of particular areas. Events are also created in line with the TUCO Competitions; providing specific training that will help delegates when competing to win acclaimed awards each year.

HIGHFIELD QUALIFICATIONS

In January 2019 the TUCO Academy became an accredited centre for the awarding body Highfield Qualifications (HABC). The Academy are delighted to partner with Highfield as they are one of the UK and Middle East's leading supplier of compliance qualifications and training products, with an excellent reputation for quality assurance in accredited learning and development.

By becoming a centre for Highfield, the TUCO Academy can meet the demands of members who would like to provide face to face training for their front-line staff at entry level, at only the cost of the awarding body registration and certification, onsite at their own institution.

For the same price of some online courses, a TUCO Academy trainer will attend and deliver the following courses directly for members' employees:

Level 2 Food Allergen awareness on Campus

Level 3 Management of Allergen awareness on Campus

Level 2 Food Safety

Level 3 Management of Food Safety

More information on course content can be found on pages 53, 54 and 63.

If you would like the Academy to deliver any of these sessions or would like more information on cost and availability, please contact a member of the team at academy@tuco.ac.uk



SOCIAL MEDIA

#TUACOACADEMY & @TUCOLTD



@SamTucoAcademy
I mean.....   
[@vanillablack1](#) #tucoacademy



@JudithTUCO
Fantastic #TUCOAcademy
Fine Dining Development Day
[@UCBRestaurants](#)



@brogan_bill
#TUCOAcademy the photos of the wonderful trip to Lisbon. Good night and over and out



@moorag
What a fantastic meal at Vanilla Black with the @TUCOLtd Academy! No stuffed peppers here! Made all of us think about how to improve #vegetarian & #vegan meals. Thanks @SamTucoAcademy for hosting #TUCOAcademy



@chefchrismurphy
Amazing experience today with wine tasting and learning how a vineyard is maintained, quick visit to @sagradafamilia..... Jaw dropping to say the least. #TUCOAcademy @TUCOLtd



@SarahMcloughl15
Debrief of the Restaurant Design Study Tour at the RDA designed catering facility within Clifford Chance Solicitors Canary Wharf offices with @rdalimited #TUCOAcademy @TUCOLtd @FussyCup



@settlead
I haven't stopped thinking about red bean paste since yesterday's trip to @KIMCHEErest. I want it with everything I eat from now on. #TUCOAcademy



@tucochair
Beautiful @Stanford on our #TUCOAcademy study tour #share #learn #grow @TUCOLtd



@KimmyH72
We've arrived! European food to go trends here we come! #TUCOAcademy



@UofGFood
Lovely to meet our @TUCOLtd @SamTucoAcademy @brianTUCO colleagues yesterday @UofGlasgow Sharing #events #conference #catering knowledge #tucoacademy



@jane_Tuco
Mystery stop for surprise tasting @TUCOLtd #TUCOAcademy



@brianTUCO
After 4 days, 35kms walked and a lot of food ate, the Barcelona study tour has come to and end. What a tour and what a great crowd. We arrived as colleague and leaving as amigos! #TUCOAcademy #tucoitd #tucofamily

DID YOU KNOW?

- **Absolutely anyone at your institution can attend a TUCO Academy Event.**
This includes staff from ANY department – not only the catering and hospitality departments.
- **You can choose how to pay for your place on a TUCO event.**
Either through your institution, or personally (or half and half!).
- **All TUCO Academy events are subsidised for full members,** so the price you pay is always significantly below cost.
- **To create Academy events, we carefully analyse lots of trend data and conduct thorough research.** We always take members' feedback into account and ensure training complies with current legislation.
- **The TUCO Academy can run courses anywhere in the UK.** This means you can come to our headquarters in Manchester and interact with other likeminded TUCO members, or we can come to you and deliver training at any other location of your choice.
- **TUCO has a corporate contract with Motel One Hotel,** which all TUCO members can utilise when visiting Manchester for TUCO events. Simply call or email Motel One (don't book online) to make a reservation and ask to book under TUCO's corporate contract. You will benefit from cheap base rates and 100% cancellation policy*. Please contact us for further details.

*Terms and Conditions apply, please ask for cancellation terms at the time of booking and check your confirmation document carefully.

WELCOME TO THE TUCO ACADEMY TRAINING ROOM

In January 2018, the TUCO Academy launched the TUCO Academy Training Room, located within TUCO HQ, Manchester. The room is fully equipped with flip charts, stationery, state of the art AV, an 80-inch wall mounted TV screen, a state of the art coffee machine, snacks and refreshments. The training room is conveniently located in the heart of Manchester City centre, close several to tram, bus, and train stations. It's also right across the road from Motel One, where delegates attending an event can stay overnight at a corporate base rate per night including a 100% cancellation policy* (Please quote the TUCO Corporate Contract when booking).

**Subject to availability. Please contact us for further details if required.*

- **The TUCO Academy Training room can comfortably seat 30 delegates**
- **Since its launch, the TUCO Academy Training room has held 20 Day Courses and has provided a space for both members and suppliers to use for their own events, free of charge**
- **Lunch can be provided at a small cost. All dietary requirements will be catered for**

If you would like to attend a course at TUCO HQ or are interested in holding a meeting/event in our room, don't hesitate to get in touch!

Prefer your training in-house? We can come to you! Please see page 60 for further details on Regional Courses.

Address:

36 St Ann Street, National House, Floor 3, Manchester, M2 7LE.



WE LOVE FEEDBACK

Don't just take our word for it, here is what some of our members had to say about the TUCO Academy:

"The tour was a brilliant opportunity to network with colleagues and use each other as sounding boards for the challenges we face in our business but also to celebrate the successes of what we do and learn from each-other's strengths"

"An enjoyable experience and I learned just as much from our other colleagues in other institutions as I did from our Peruvian tour experience"

"I have learnt a lot and I feel really excited and positive about what ideas I can bring to my University"

"It has been sometime since I have done something like this and found it a great experience"

"Thanks to Sam and Brian for a fantastic study tour well organised, very generous, this exceeded all expectations also really good to get to meet all the other chefs from around the country and talk-work. Can I go again!!"

"I think the organisation of the whole process was fantastic, our TUCO rep Kim was great and really made us feel welcome"

"I enjoyed the course very much and would recommend it to anyone who requires Allergen Training"

"The forum was very well put together with amazing expert speakers that showed passion and knowledge about their subject. The content was never made to feel dry and each speaker trod a fine line between informing and preaching expertly"

"The course was very informative and explained well with the right level of learning and discussion"

"The whole experience was jam packed - in a good way - it was well hosted, and we were provided with a lot of interesting facts and information by our guides on each day"

"Really well organised and helpful in finding new ideas and ways to improve what we do"

"The tutor was really nice and made the course interesting for us all"

"I found the tutor delivering the course to be very knowledgeable and enthusiastic and able to present the material in a way which was engaging and easy to understand"

"Very enjoyable and informative few days, everybody got on well and happy to share their expertise and experiences. Sarah was really flexible as I was unable to do the evening events & hotel stay but I still got a lot out of the Tour"

"Great course, delivery was excellent and at the right pace. Good mix of theory and practical exercises"

"A thoroughly enjoyable, interesting, informative and inspiring day"

"This was a really interesting and thought-provoking day"



STUDY TOURS

Definition: An event carried out in the UK or abroad, which focusses on the knowledge of trends via an immersion into a specific culture and a focus on a particular theme.

LEEDS UNIVERSITIES: SHOWCASING COLLABORATION

WHO IS THIS FOR?

Catering, Hospitality, Conference and Events & Marketing professionals from junior to senior management level. Any TUCO member who is interested to see the behind the scenes workings of customer focussed institutions with an emphasis on interdepartmental team collaboration.

WHY SHOULD I TAKE PART?

Leeds is a vibrant student city with the fourth largest student population in the country (over 200,000) and is one of the UK's hotspots for night life. The Civic or Northern quarter has a growing entertainment district providing for both students and weekend visitors with a large number of bars and restaurants.

The city has teams representing all the major national sports including the most successful rugby league team in Leeds – the Leeds Rhinos who play their home games at Headingley Carnegie Stadium. The stadium is affiliated with Leeds Beckett University, near to the Headingley campus which is part of the study tour.

On this three-day study tour, delegates will see first-hand the student experience and be able to review the catering, conferencing and events facilities at three different universities located in Leeds – Leeds Beckett University, University of Leeds and the Leeds Schools of Music. Delegates will spend a day at each institution, exploring what makes the customer experience special to that University and how they have overcome challenges to quality and business results and still provide a great service through collaboration. The tour will

offer an opportunity for delegates to view each campus, conference and event facilities where applicable, and the elements of the experience which makes them successful for students and commercially.

HOW WILL IT HELP ME?

- Gain an understanding of the practice and proficiency of catering and events professionals in Leeds who are providing a great student and external customer experience at their institutions.
- Learn new knowledge on how the institutions look at the customer experience and make adjustments to operational plans.
- Find out information from 'Meeting Leeds' at an open evening and presentation. Meeting Leeds market the University of Leeds and collaborate outside of the institution to grow the business.
- Take inspiration from other Universities back to your own institutions, through campus tours, catering unit tours and conferencing tours.
- Network and troubleshoot with likeminded TUCO members from different institutions
- Get ideas on how to make the most of your teams through collaboration with other departments and external companies.
- Take inspiration from different catering themes and concepts, such as international menus and sports menus through Leeds Beckett's collaboration with Headingley.
- Take advantage of the opportunity to explore food and beverage trends that are highly popular with the student target market.



WHAT'S INCLUDED?

2 nights' accommodation at Leeds Weetwood Hall, visits to Leeds Beckett University, The University of Leeds and the Leeds School of Music including refreshments, guided tours, networking opportunities, talks and presentations, travel around the city, all meals and drinks during the tour.

DATES INCLUDE:

18-20 November 2019. Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£149.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



BOLOGNA BARISTA TOUR

WHAT'S INCLUDED?

Return flights to Bologna, accommodation, travel during the study tour, full immersive training each day, and all meals and refreshments. Anything not listed on the itinerary is not included and should be covered by the delegates. This includes, but is not limited to, travel before and after the study tour, additional drinks, room service, etc.

DATES INCLUSIVE OF:

04-08 May 2020. Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£500.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



WHO IS THIS FOR?

Baristas who are involved in training and monitoring standards in a multi-site operation. Basic barista knowledge and experience is required. This event is also ideal for any barista who is interested in competing at the TUCO Competitions. Previous attendees have gone on to win awards at the TUCO Competitions.

WHY SHOULD I TAKE PART?

A full week of coffee immersion, this course is designed for barista trainers looking to refine and build on their coffee knowledge, skills, and expertise. In addition, the course will develop barista trainers' coaching and training techniques. The course includes a SCA (Specialty Coffee Association) certification which is recognised industry wide. Set in Bologna and hosted by Bewley's, delegates will also have the opportunity to absorb and experience Italian coffee culture with dedicated field trips during the course. An inspirational week!

TESTIMONIALS:

"I placed my coffee knowledge at 6-7 out of 10. I learnt more in those five days than I have in the 4 weeks' worth of training I received from my coffee supplier" - Delegate from University of Surrey

"I feel that now I have a better knowledge; and I will share it with my team through observations, feedback and one to one training." - Delegate from Newcastle University.

HOW WILL IT HELP ME?

- Network with like-minded TUCO members working in similar roles at other UK universities, enabling you to exchange innovative ideas, taking new inspiration back to your own institution
- Equip yourself with a new knowledge and appreciation of Coffee
- Achieve a Speciality Coffee Association certification
- Understand the origins and processes of coffee
- Learn how the coffee equipment is built
- Explore sensory skills
- Master the art of cupping
- Understand the science behind roasting
- Learn about extraction principles and how to work industrial coffee machines
- Understand and appreciate the coffee culture
- Develop new milk techniques including pouring
- Develop the principles of latte art
- Learn group training techniques to take back to your institution to be able to continue the training and continuous development of staff

VEGAN AND VEGETARIAN IN THE CITY

London and Manchester, in association with Vegetarian Express

WHO IS THIS FOR?

University caterers at any level, who are seeking to enhance their vegan and vegetarian offerings within their institutions.

WHY SHOULD I TAKE PART?

The vegan and vegetarian lifestyle as a trend and dietary choice is one that shows no sign of stopping and the sale of plant protein products have been increasing rapidly over the last few years. In addition, a growing number of consumers who would normally include meat and dairy products in their meals are opting for a 'flexitarian' diet on an increasingly frequent basis. Over 90% of plant-based meals in the last year in the UK were eaten by non-vegans! This cumulative preference for vegan and vegetarian meals is by consumers who are engaged with following a 'healthier lifestyle' and are actively choosing to reduce their meat and/or dairy consumption as well as the traditional vegan and vegetarians. Catering for both demographics is a great way for institutions to keep menus fresh and interesting.

TESTIMONIALS:

"I loved that we looked at different types of establishments such as street food vendors right up to the fancy vegan restaurant so all types of food outlets were showcased"

"A dedicated group of people bringing great vegetarian meals to the public in a variety of ways and Will was an enthusiastic host"



This study tour takes in a variety of catering sites that do plant protein, vegan and vegetarian meals exceptionally well, including visits to street food stalls, fast food cafés and a fresh, colourful and international cuisine-based restaurant. You will be taken to some of the most innovative and creative food establishments in London by a leading supplier of plant protein products, who can discuss with you how you can replicate some of the menu items in your own institutions.

HOW WILL IT HELP ME?

- Experience menus and meals that reflect the trends of conscientious consuming, the plant-based revolution and health for all from the Global Food and Trends report
- Get ideas on how to transform menus for vegans and vegetarians
- Share best practice with other institutions
- See how formal and informal dining can use vegan and vegetarian options

WHAT'S INCLUDED?

One-night accommodation, all travel around London during the Study Tour, all meals and visits.

DATES INCLUSIVE OF:

31 October - 01 November 2019 - London
27-28 February 2020 - Manchester
Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£79.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.





EXPLORING VEGAN, VEGETARIAN AND PLANT BASED DIETS

Manchester

WHO SHOULD ATTEND?

Any TUCO members looking to refine their understanding of vegan, vegetarian and plant-based foods and diets.

WHY SHOULD I TAKE PART?

As more and more students take the decision to lead vegetarian, vegan and even plant-based lifestyles, it is more important than ever that those catering for them fully understand these terms and are able to create appetising, healthy and delicious dishes to meet their dietary requirements. This TUCO Academy study tour has been created to educate members on the differences between the three topics, through visits to popular, on-trend establishments across Manchester. Whilst vegan, vegetarian and plant-based often fall within the conscientious consuming and healthy eating trend topics, it is important to understand that students will still seek satisfaction from the other 10 top trends.

This development day encourages a full understanding of the differences between vegetarian, vegan and plant-based foods through visits and ends with a superb, thought provoking, 10-course vegan meal created by MasterChef semi-finalist and head chef Adam Leavs, as well as showcasing how these diets can be catered for in exciting dishes that will also acknowledge other trends such as global larder, imbibing, crafted and curated, uber indulgent etc.

WHAT'S INCLUDED

A visit to Manchester University's Greenhouse Café, a half day walking tour of Manchester with food and drink, a 10-course meal at The Allotment Vegan Restaurant and any travel required during the tour. Anything not listed on the itinerary is not included in the study tour price and should be covered by the delegates. This includes, but is not limited to, additional food or drinks, travel to and from Manchester etc. Accommodation at Motel One Royal Exchange is not included in the base price but can be added at an additional cost of £50.00 + VAT.

FULL MEMBER PRICE:

£49.00 +vat

DATES:

30 January 2020 Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

HOW WILL IT HELP ME?

- Understand the characteristics of vegetarian, vegan and plant-based foods
- Network with likeminded TUCO delegates from other member institutions
- Experience the best vegan food in the UK
- Dine at the UK's best Vegan restaurant and meet head chef Adam Leavs for a chat and Q&A session.
- Visit several vegan, vegetarian and plant-based outlets, cafés and restaurants to gain inspiration that can be taken back to your own institution to influence positive and forward-thinking changes.

ON TREND – COCKTAILS

Manchester

WHO IS THIS FOR?

Institutions that are experiencing a change in drinking culture within their university. TUCO delegates that would like to enhance their cocktail and mixology knowledge, those seeking to create new cocktail menus to entice students back into their bars, members who are interested in developing more extensive 'mocktail' recipes for their alcohol-free clientele.

WHY SHOULD I TAKE PART?

With the number of students choosing to go tee-total or opting to stay home and drink rather than venture to their local student bar, it is more important than ever before that we understand the trends and tastes of mixology that our students are interested in. It's definitely not all bad news, now more than ever we are experiencing students being more willing to try new flavours, and they're willing to pay for the privilege. Students are acknowledging quality over quantity and are looking for exciting beverages that they can show off on social media. It's about the experience, not just the drink itself. A challenge for mixologists – and one that we are excited to take on!

HOW WILL IT HELP ME?

- Network with likeminded TUCO members from other institutions to brainstorm and develop new thinking together as a team
- Learn via hands on experience to create master cocktails with the 'wow factor'
- Redevelop your cocktail menus to appeal to your clientele
- Understand the concept of 'the cocktail experience'
- Experience the on-trend characteristics of cocktails to take back to your institution



WHAT'S INCLUDED?

An overnight stay at Motel One - Royal Exchange, a visit and tour of MMU, a visit to six major on-trend cocktail bars with a drink in each, dinner at Rudy's Pizzeria (Recently voted best pizzeria in the UK!), a cocktail masterclass and lunch at Chaophraya and a guided networking seminar at TUCO headquarters.

DATES:

19 March 2020 Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£79.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

UNIVERSITY STUDY TOURS

Some of the TUCO Academy's signature tours include unique opportunities to visit other TUCO member institutions. These study tours offer delegates a behind-the-scenes insight into the functions of universities and aim to help our members network together to brainstorm, problem solve and network in a welcoming environment, experiencing new ideas and concepts first-hand. All of the university visits on TUCO study tours include on-site accommodation and campus meals wherever possible, and behind-the-scenes private tours of the university facilities to showcase each university. These tours encourage TUCO delegates to share ideas and success stories amongst each other in order to help everyone develop to their full potential. Each tour is designed to meet a specific need within universities and is in line with our member feedback and requests.

CASE STUDY ONE: CONFRENCING AND EVENTS SHOWCASE: GLASGOW.

In February 2019, 13 delegates from 8 different institutions travelled to Glasgow to explore the conferencing and events management behind The University of Glasgow, The University of Strathclyde and City of Glasgow College. This Study Tour was created for TUCO delegates in the events sector whose job roles included 'Events Coordinator', 'Conference and Events Manager', 'Operations Manager' and 'Sales and Events Manager'. What the group experienced during this three-day, two-night study tour, were inspirational examples of institutions creatively and successfully using their spaces for events and conferences, both internally and externally. Amongst many other things, the group were able to network about topics important to their roles, sample different catering for buffet style and fine-dining events, attend presentations on utilising event spaces, event space design, customer services, and met with the Head of Conventions at Glasgow Convention Bureau which has won several awards for the UK's best Convention Bureau.



CASE STUDY TWO: TASTE OF LONDON. – LONDON SCHOOL OF ECONOMICS (LSE)

In the summer of 2017, delegates visited London for a visit around some of London's most on-trend and inspiring locations and events, seeking out inspiration to take back to their institutions. As well as attending The Taste of London Food Festival, eating at Dans Le Noir (pitch black) restaurant and attending a foodie walking tour of the Kings Cross district, delegates had the opportunity to visit LSE, a prestigious university in the heart of the capital. The visit included a tour of LSE's catering facilities with lunch at a student outlet, an overview of the university's vegan and vegetarian brands and policies, plus a presentation on the environmental and sustainability initiatives.



CASE STUDY THREE: ST JOHN'S COLLEGE CAMBRIDGE.

The University of Cambridge will always be a fascinating institution for people in the UK and all over the world. Highly engaged TUCO members, the university opened its doors to delegates of the TUCO Academy recently for a three-day immersive tour to highlight how the university utilises its alumni and to unveil its ambitious plans for the future. This was a truly rare and unique opportunity for TUCO members to access Cambridge University. Led by Bill Brogan, catering and conference manager at St John's College, the study tour incorporated presentations, campus tours and, of course, plenty of opportunities to experience catering and learn about the secrets to their huge, worldwide success and prestige.

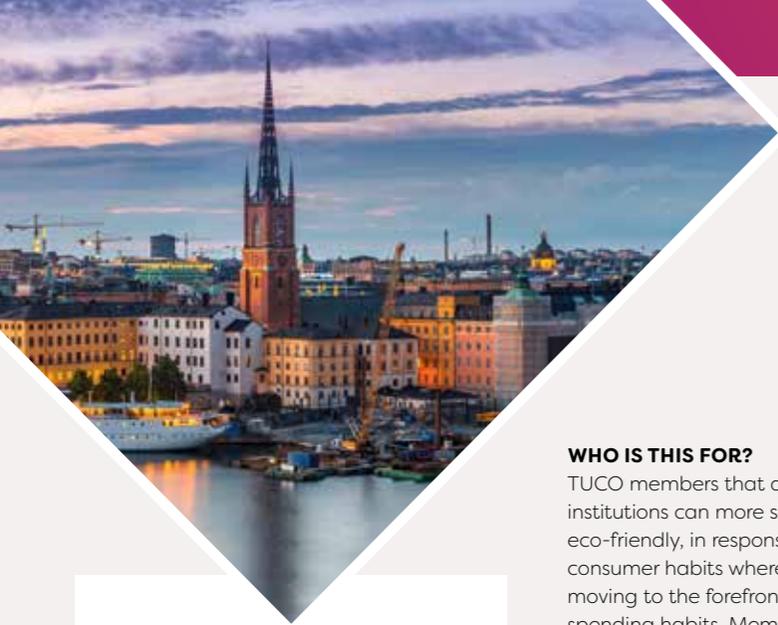


THINK YOU COULD HOST OR PART-HOST AN INSPIRING AND INSIGHTFUL UNIVERSITY STUDY TOUR FOR OTHER TUCO DELEGATES? GET IN TOUCH AT ACADEMY@TUCO.AC.UK

DATES INCLUDE:
Dates for institution-focussed study tours will be released throughout the year. Please refer to our website for the full TUCO Academy schedule.

HOW TO BOOK:
Details on how to book onto this event, plus full terms and conditions can be found on page 67.

"It was a pleasure for us all to host the delegates; I think we had as much knowledge garnered as we did gathered." - Study Tour Host from The University of Glasgow.



SUSTAINABLE STOCKHOLM

WHAT'S INCLUDED?

This 4-day, 3-night study tour includes all flights, travel around Stockholm and accommodation. All food and drink, a professional 'Sustainable Sweden' walking tour, visits to sustainable institutions within Stockholm, and other visits looking at the catering industry and positive change is also included.

DATES INCLUSIVE OF:

16-19 March 2020. Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£TBC

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

WHO IS THIS FOR?

TUCO members that are thinking about how institutions can more sustainable, green and eco-friendly, in response to the changing consumer habits whereby sustainability is moving to the forefront regarding consumers spending habits. Members that would like to experience an immersion in Swedish food and its famous coffee houses in addition to learning about sustainable practices.

WHY SHOULD I TAKE PART?

Gen Z are the new breed of consumers that really put their money where their mouth is when it comes to responsible consumption. Key trends from last year, such as local and traceable sourcing, have only gotten more important. As environmental awareness reaches unprecedented levels, there are two particular issues that have come to the fore in the past year - food waste and single use plastic. It is now more important than ever to consider the impact your business can have on the environment and how you can reduce your footprint as customers seek sustainable and responsible ways to spend their money. It is important to consider how we can appeal to these customers and help the environment as best we can.

This study tour will visit one of the world leaders in sustainability, Stockholm, to consider sustainable elements that can be incorporated into any institution, to improve your kerb appeal to Gen Z's - who keep sustainability at the forefront of their minds when using their buyer power. There will also be an opportunity to visit some exceptional restaurants who deliver outstanding food and coffee houses that all consider their sustainable impact on their consumers.

HOW WILL IT HELP ME?

- Network with likeminded delegates from other institutions, to troubleshoot current issues universities are facing with regards to sustainability and reaching customers' expectations regarding conscientious consuming.
- Dine in some remarkable culinary establishments
- Gain inspiration from one of the EU's most sustainable city, on how you could implement sustainable ideas at your own institution
- Understand how sustainable choices can lead to financial rewards
- Look into the benefits of sustainable food sourcing
- Consider ways that you can reduce single use plastics and increase recycling at your own institutions, developing plans and strategy to put into place once you are back home.



HOST MILAN

Catering and Hospitality Showcase & Exhibition

Visit Milan to attend the prestigious HOST event. Delegates will depart Manchester Airport for Milan on the 19th October and stay at the Holiday Inn Hotel. 2-day HOST event entrance will be included in the Study Tour amongst other visits during your stay that will allow you to experience the food and drink that Milan has to offer.

WHY SHOULD I TAKE PART?

The HOST Milano event is an equipment, coffee and food international hospitality exhibition and the leading trade fair dedicated to the world of catering and hospitality. HOST is a point of reference for professional operators of the catering industry and a privileged marketplace for doing quality business. The event takes place every two years, and is a showcase of everything, from successful bars and restaurants, to raw materials to semi-finished products, from machinery and equipment to furnishings and tableware.

HOW WILL IT HELP ME?

- Network with likeminded TUCO Academy members from institutions across the UK, creating links for your institution making your network stronger and building confidence and motivation amongst teams.
- Visit the leading trade fare dedicated to the world of catering and hospitality which last year received visitors from 117 countries and exhibitors from 52 countries.
- Assess how the domestic and international markets are progressing in order to keep up with customer demands and expectations
- Examine current offerings from the existing market, to be able to benchmark against your competition

WHO IS THIS FOR?

This study tour has been designed to cover as many areas of catering and hospitality as possible and to reach staff at all levels from new starters looking for inspiration and skills, to high level management seeking to stay on top of their game. The visits on this tour have been designed to offer the flexibility for staff from any department within catering and hospitality to take away lots of knowledge and information dependent on their personal objectives. Delegates who sign up to this event will be contacted by TUCO Academy in advance of the tour departure to assess their personal reasons for attending the tour and the itinerary will subsequently be adjusted in all areas to be as focussed, relevant and rewarding as possible.

WHAT'S INCLUDED?

Overnight accommodation in the city centre, all visits including entry to the HOST event, food and drinks each day, travel around Milan and refreshments throughout.

DATES INCLUSIVE OF:

17-20 October 2019. Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£TBC

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

FURTHER DETAILS ON THE HOST EVENT CAN BE FOUND AT

[HTTP://HOST.FIERAMILANO.IT/EN](http://host.fieramilano.it/en)



HOST MILANO WILL TAKE PLACE 18-22 OCTOBER 2019. DATES FOR 2021 WILL BE RELEASED SHORTLY AFTER.



RESIDENCE LIFE AT CALIFORNIA'S TOP UNIVERSITIES

America – LA case study from Ian White

DAY 1 – TRAVELLING AND NETWORKING

We began our Study Tour meeting at Heathrow Airport where we took our flight across the pond, arriving in California in time for dinner at a tiny gourmet pizza shop with a beer wall serving local Californian beers and cider. This was a great opportunity for the group to bond. After the eleven-hour flight and transfers and of course the eight-hour time difference, the group were all ready for an early night as the next day was going to be the start of our wall-to-wall university visits!

DAY 2 – CALIFORNIA INSTITUTE OF TECHNOLOGY (CALTECH)

We began our CalTech visit with a meeting with the senior dining services team. After introductions, we learned how the dining services operate across the Campus including various dining packages and meal plans. The team not only provide breakfast, lunch and dinner but also offer fully stocked kitchens for the students to help themselves to snacks throughout the day. The team even deliver bakery goods early each morning to each kitchen so that there is always something for their students to eat.

The CalTech team have also set up a weekly student and dining services team meeting where they discuss the previous weeks menus, customer feedback and

forthcoming events. This initiative has increased student satisfaction, helped develop new menus and products and assisted in removing items from the menu that students do not like.

After an engaging Q&A session, we enjoyed a tour of the facilities, dining rooms, cafes and retail operations across the beautiful parkland campus. We met lots of the catering team, students and staff whilst exploring the beautiful campus. We were also shown student accommodation, visiting various dorms across the site. We were surprised to see that rooms were shared in twos and threes. We talked about this a lot to our student guide who explained the benefits of shared accommodation - especially around mental health and wellbeing - which was interesting as life in halls can be very stressful and, at times, lonely.

After an amazing day that included inspecting the salad roof gardens where vegetables are grown for use in the catering outlets, we headed to the Hayman Lounge which is a private campus club (students and staff can be members) where we had our first dinner together and were joined by our host. We found that the time at the end of each day is so critical in allowing the group to reflect and discuss what they had seen and what ideas they were working up to take back home and

implement. After dinner we hit the truck bus and headed back for our beds.

DAY 3 – UNIVERSITY OF CALIFORNIA, LOS ANGELES (UCLA)

We started our UCLA tour around various outlets on campus where sustainability and healthy eating are at the heart of the operation. Our first stop was Bruin Plate which provides a swipe to enter facility (via the once again obligatory meal plan). All portions are served on small plates and have low calorific values. UCLA are dedicated to sustainability and to reducing the impacts their operations have on the planet. The Exec Chef explained UCLA use 'Trash Fish' to help use up catch that would not normally be sold. After an impressive tour of the facilities, we headed to the Conference Centre Hotel on campus and sampled some speciality pizza for lunch, before heading to the airport to fly to San Francisco.

After a short internal flight, we arrived in San Fran and headed to Napa Valley in time for dinner. We were in for an absolute treat at a restaurant at Celadon, offering local Napa produce served in a quirky and contemporary way. After all our travels and taking in a huge amount at UCLA the group once again headed directly for bed!

DAY 4 – CULINARY INSTITUTE OF AMERICA (CIA)

Arriving at CIA, we were greeted by our host Jennifer Purcell, The Institute's Director of Education. As we were escorted up to a meeting room, we saw rooms containing giant wine vats and walls lined with displays of wine and catering equipment from the past. We were given a history of the CIA and an introduction into the work the institute

does in training some of the best chefs and service staff in the world. Our group was then treated to a tour of the massive open teaching kitchen which can have up to six classes at any time on huge cooking ranges. We visited the wine school with its individual sinks and spittoons built into the lecture theatre seats, it was quite simply off the scale in terms of facilities. We saw a huge lecture theatre with modern IT equipment, student dining areas, and the customer restaurant facilities. After a bite to eat on the sun filled terrace, we were then given an insight into the 'Menus of Change' programme that CIA is collaborating on with Harvard and Stanford to help educate students better on food, sustainability and nutrition.

Next on the itinerary was Charles Krug winery. We were greeted with a cold, crisp glass of white wine. Whilst touring the amazing redwood cellars and vineyards, we learned all about the winemaking industry in this beautiful valley.

Dinner was at TORC. The chef patron and his wife have created a sophisticated yet relaxed atmosphere where each ingredient is celebrated with passion and pride. We enjoyed an amazing dinner with some local wine.

DAY 5 – THE UNIVERSITY OF CALIFORNIA, BERKELEY

Today we packed up our bus with all our luggage and headed to meet our host Michael and his team at Berkeley. As soon as we arrived, we headed to the Dining and Retail operations HQ on campus; an impressive office building in the heart of the city campus. The team gave us a presentation on their work and we also met the residential dietician and sustainability officer. Berkeley is also involved in the 'Menus for Change' programme and it was interesting to note how this has been woven into their menu planning and offers across campus. We then toured the main food



court and were given lunch with the students at one of the residential catering commons. After lunch we visited other catering outlets including the sports stadium. We visited the conference centre which also has student residences as well as dining facilities. After a long day of visits, the group checked into our central San Francisco Hotel and headed out to dinner at Chez Pannisse, which specialises in organic and locally grown produce, harvested in ways that are ecologically sound. The food was delicious, and we were surrounded by locals who all the staff greeted like friends.

DAY 6 – STANFORD UNIVERSITY

Stanford University was today's destination and the group were intrigued at breakfast as to what to expect as we had seen a variety of service styles and venues as well as use of technologies, equipment and sustainable practices. We couldn't have ever hoped to be as wowed as we all were on arrival. The campus itself is vast and beautifully laid out with pristine buildings, beautiful grounds and wonderful landscapes. Our host Carole met us outside one of the dining commons and we couldn't have asked for a warmer welcome. We were immediately swept into the venue and into a meeting room where the director, Eric Montell, gave us a great talk on the work of his team.

The group took copious notes as the best had certainly been saved for last. There were ideas and innovations popping out left right and centre. Eric talked at length about the 'Menus of Change' development and how they had created a teaching kitchen delivering food knowledge-based learning for Stanford's students. Eric stated his team's ethos was "the kitchen is the heart of the home" and so catering was at the heart of the campus. We toured the facilities, visiting the tasting tables, the micro herb green



house, the Students' Union, conference and banqueting venues, and a plant-based burger joint with self-ordering and payment technology. Stanford is ahead of the game and offering its students great choice and variety. The group were simply fizzing with excitement as we headed back to the bus.

For dinner we dined at Absinthe, one of the city's oldest and most beloved restaurants!

DAY 7 - CALIFORNIA SIGHTS & DEBRIEF

After packing our bags, we enjoyed a little down-time in the form of a wine tasting cruise; tasting local wines under the Golden Gate Bridge. We rounded up the tour with a final debrief. Everyone agreed the tour had been invaluable. Not only did the group learn from the visits they also witnessed in some cases how their own operations are also very innovative and ahead of the game in some instances which when you operate alone can sometimes be very encouraging to know that our customers are also getting great hospitality in our UK institutions and that a lot of our work is at the very cutting edge. We set off for our flight home full of inspiration, exciting ideas for change and a heap of motivation!



BREAKFAST FROM AROUND THE WORLD

WHO IS THIS FOR?

Any TUCO member interested in learning about on-trend breakfast dishes from around the world. This includes heads of catering who would like to gather inspiration on enhancing sales and satisfaction levels, chefs of all levels who would like to develop their menus, and all other catering staff who are interested in on-trend food and keeping up-to-date with the trends sought after by their target markets.

WHY SHOULD I TAKE PART?

According to the Global Food and Beverage Trends Report 2018-2019, breakfast continues to be the most popular meal of the day – but least of all in the morning. More and more all-day brunch establishments are popping up from across the globe, showcasing international foods at their best. What’s more, with people becoming busier and busier, more and more people are looking to get together over breakfast rather than dinner. Popular breakfast offerings range from nutritious super-food, to decadent and indulgent showstoppers. They can be personalised and scaled up or down depending on your hunger level. All day breakfasts and brunches are the new norm with students seeking dishes they can show on social media, original eating experiences, and foods to match their lifestyles. Breakfast ‘Around the World’ will take place in Manchester and will include a tour of several popular, up and coming international establishments serving a variety of breakfast options popular with students. Visits to each establishment will showcase the variety of

global breakfast options on offer such as Tex-Mex, Indian, Chinese, Canadian, Eastern European. The breakfasts will also encompass on-trend breakfast dishes such as vegan and plant based, uber indulgent, bottomless brunches etc. Finally, the tour will also offer an in-depth insight into the desired dishes of international students and how providing traditional breakfasts can make them feel more at home.

HOW WILL IT HELP ME?

- Learn about the different breakfast offerings from around the world that are currently trending in the UK with your target markets and how these are popular with students.
- Sample typical breakfasts from around the world that could be implemented at your own institutions to offer ‘homely’ food to your international students.
- Network and exchange ideas with likeminded TUCO members from other institutions
- Talk with restaurant owners to discuss implementing new menus into your institutions
- Visit a Manchester institution for a behind the scenes tour of catering outlets, to see their catering in action and meet with management levels to discuss the success of their newly incorporated international breakfasts



TEE-TOTAL BAR CONCEPTS

WHO IS THIS FOR?

TUCO members who are looking to enhance their bars in order to bring more students back into campus bars. Delegates who would like to revitalise their bar offerings in terms of alcohol-free beverages in response to the decline of students consuming alcohol.

WHY SHOULD I TAKE PART?

Following the rise in university fees and Gen Z acting as the most conscious consumers that university institutions have seen so far, the quantity of alcohol that students are consuming is decreasing and more and more students are even going completely tee-total. As students opt to socialise at home with supermarket-bought beverages, universities are finding that campus bars and social areas are declining in popularity which is having an effect on profits. The objective of this tour is to explore on trend, non-alcoholic beverages (such as mocktails, craft teas, alcohol-free beers, super clean smoothies and blends, and showstopper drinks). As well as the alcohol-free beverages themselves, the tour will consider bars and social areas that are most popular with Gen Z, showcasing how spaces can be utilised to their full potential to attract students throughout the day. This tour will cover all the micro-trends within imbibing, providing heaps of inspiration for your drink menus. Whilst the tour will focus primarily on alcohol free drinks, consideration will also be given to the design and layout of bar concepts to enhance attractiveness to students.

HOW WILL IT HELP ME?

- Network and brainstorm with likeminded TUCO members from other institutions who are facing the same challenges as you
- Gain a greater understanding of your target market – the Gen Z clientele
- Learn some new mocktail and alcohol-free drink recipes and how to implement them at your institution
- Consider how small changes and new introductions to your bar spaces could significantly enhance the appeal of tee-total students back into their campus bars.

WHAT’S INCLUDED?

A walking tour exploring some of Manchester’s most popular bars to showcase how they are thriving despite a decline in alcohol consumption, including master mixology, innovative bar design and layout, and multi-purpose bar concepts. A mocktail masterclass delivered by a professional mixologist and a tasty, on trend lunch will also be included. Travel around Manchester during the study tour is included in the cost of the study tour.

DATE:

14 May 2020. Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£25.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

WHAT’S INCLUDED?

All travel whilst on the tour, food and drink at all establishments, and all visits. Anything not listed on the itinerary is not included in the cost of the tour and should be covered by the delegates. This includes, but is not limited to, travel to and from the study tour and additional food and drinks. Accommodation is not included in the study tour base price, but can be added on at Motel One, Royal Exchange (rated 4.5 stars on google) if required for a subsidised rate of £50 per night (room only). This can be added on at the booking stage or at a later date.

DATE:

27 November 2019. Please refer to our website for the full TUCO Academy schedule.

FULL MEMBER PRICE:

£25.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



RESTAURANT DESIGN

WHO IS THIS FOR?

Senior Managers who may need to consider designing a venue or are looking for ideas to design or redesign venues in the near future.

WHY SHOULD I TAKE PART?

The food industry is increasingly building its business around a central theme or concept and this extends to how a dining space is designed and organised. The design of a restaurant can have a profound impact on customers. Implementing a new and unique style of decor can help bring in more customers and boost sales.

On this Study Tour, you will look at a number of well-designed restaurant spaces, one of which is not open to the general public, and get ideas from subject matter experts RDA, who can support you through the entire process from the initial stages of creating a newly designed restaurant through to installation. They will show you restaurant spaces they themselves have designed, high street food outlets as well as the latest food concept trends.

You will find out what aspects you should consider when planning the design of your catering facility and how you can design a space to future-proof your business and ensure success. Discover how to plan, develop and bring a project to life from initial concept through to completion, looking at trends, challenges, flexibility, high street concepts and more.

WHAT'S INCLUDED?

Refreshments, lunch and case studies from RDA to give you ideas on where to start on your design journey. Anything not listed on the itinerary is not included and should be covered by the delegates. This includes, but is not limited to, travel to and from the study tour, additional drinks, etc.

DATE:

October 2019. Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£39.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



WINTER CONFERENCE: CARDIFF STUDY TOUR

WHO IS THIS FOR?

TUCO members who would like to explore the Winter Conference sustainability topic further by visiting restaurants and sites in and around Cardiff who subscribe to this topic, to experience a warm Welsh welcome and immerse themselves in some great regional food experiences.

WHY SHOULD I TAKE PART?

As sustainability in the catering and hospitality industry continues to be more important than ever for consumers many restaurants and suppliers are using innovative techniques to come up with solutions that reduce environmental impact. There is plenty of opportunity for catering professionals when it comes to adopting sustainable processes, products and practices and Cardiff has several ideas and initiatives that can be explored on this study tour. The study tour is also a great opportunity to extend the discussion and ideas from the conference with like minded delegates while exploring the capital city of Wales.

HOW WILL IT HELP ME?

- Network and brainstorm with TUCO members from other institutions who are facing the same challenges as you
- Discover some interesting sustainability initiatives that can be applied to your own institution
- Experience the Clink Restaurant, which celebrates local seasonal produce, has a reduce, re-use, recycle policy and supports the community. The restaurant changes lives with a 49% reduction in re-offending from its workers.
- Visit suppliers and catering sites who embrace the sustainable ethos



WHAT'S INCLUDED?

All travel whilst on the tour, food and drink at all establishments, and all visits including a local produce food tour. Anything not listed on the itinerary is not included in the cost of the tour and should be covered by the delegates. This includes, but is not limited to, travel to and from the study tour and additional food and drinks.

DATES INCLUSIVE OF:

4-6 December 2019 Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

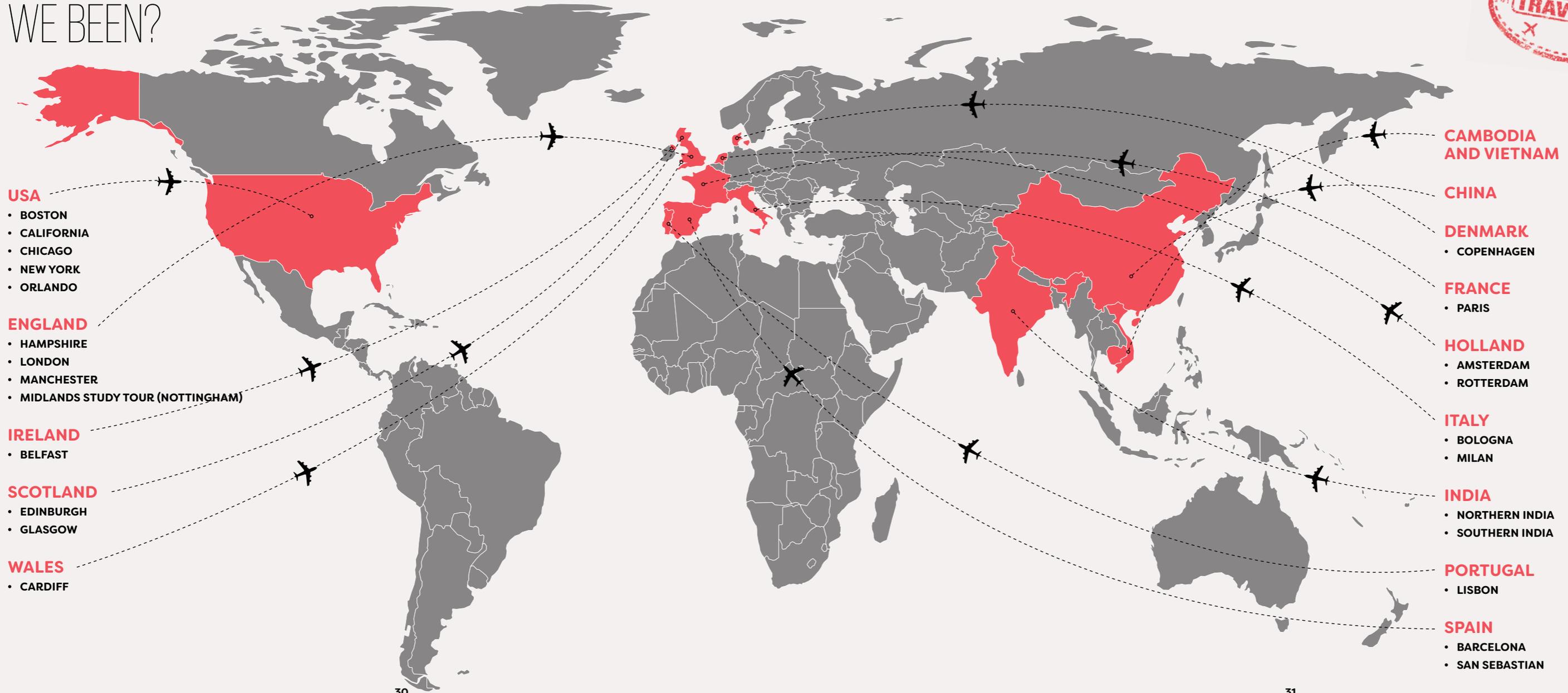
FULL MEMBER PRICE:

£149.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

STUDY TOURS: WHERE HAVE WE BEEN?



- USA**
- BOSTON
 - CALIFORNIA
 - CHICAGO
 - NEW YORK
 - ORLANDO

- ENGLAND**
- HAMPSHIRE
 - LONDON
 - MANCHESTER
 - MIDLANDS STUDY TOUR (NOTTINGHAM)

- IRELAND**
- BELFAST

- SCOTLAND**
- EDINBURGH
 - GLASGOW

- WALES**
- CARDIFF

- CAMBODIA AND VIETNAM**

- CHINA**

- DENMARK**
- COPENHAGEN

- FRANCE**
- PARIS

- HOLLAND**
- AMSTERDAM
 - ROTTERDAM

- ITALY**
- BOLOGNA
 - MILAN

- INDIA**
- NORTHERN INDIA
 - SOUTHERN INDIA

- PORTUGAL**
- LISBON

- SPAIN**
- BARCELONA
 - SAN SEBASTIAN



DEVELOPMENT DAYS

Definition: An activity undertaken in the UK, whereby the delegate will receive professional training focussing on a specific job role, to improve their skills.

PROFESSIONAL FOOD PHOTOGRAPHY

WHO IS THIS FOR?

Chefs, Instructors, Account Managers, Event Managers and anyone interested in taking high quality food images for their websites, menus, their own portfolio etc.

WHY SHOULD I TAKE PART?

Delegates attending this development day will be able to improve on the quality of food images they take using modern digital items such as mobile phones, iPads and Cameras, and discuss the best equipment to use for different food scenarios. You will learn how to best use modern technology to get images that catch the eye of your customers.

HOW WILL IT HELP ME?

- Get hands-on demonstration/imitation, video and visual presentation, showing how best to prepare, light, present, capture and process interesting, informative and professional images of food, produce, ingredients, etc.
- Understand light, both quality and quantity. Natural light verses artificial light.
- Develop your ability to use flash, camera formats, props, tips and tricks and the use of social media.
- Learn how to take Chef Portraits and capturing shots of people in the foodie environment.



WHAT'S INCLUDED?

Refreshments, lunch and the use of camera equipment. However, please also bring along your own equipment that you would usually use, if you don't have your own camera equipment it is fine to use camera phones during the day.

TRAINER:

Kevin Byrne

DATES INCLUDE:

14 November 2019
22 April 2020

Please refer to our website for a full provisional itinerary and the full TUACO Academy schedule.

FULL MEMBER PRICE:

£45.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



VISUAL MERCHANDISING

WHAT'S INCLUDED?

Refreshments, lunch and a full day of training with a professional trainer

TRAINER:

David Anthony

DATES INCLUDE:

24 October 2019

13 March 2020

Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£99.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

WHO IS THIS FOR?

Retail or Catering Managers who are in the process of updating or beginning a new concept for an outlet.

WHY SHOULD I TAKE PART?

Create appealing and profitable spaces, identify what's working and not working at your institution, and learn how to make everything look great through the art of merchandising whilst maintaining brand values and ethics all with your customer profile in mind. Delegates on this course will gain a greater understanding of how to create a retail or catering environment in your institution, that appeals to your target consumers and could give you a competitive advantage over high street outlets.

HOW WILL IT HELP ME?

- Understand the key areas of visual merchandising in the food and hospitality industry.
- Develop knowledge around 'food seasons' and how they impact menus and marketing.
- Develop retail and merchandising presentation essentials.
- Study how to successfully implement product placement and planograms.
- Analyse the impact of food and retail Displays.
- Discuss floorplans, customer flow and the restaurant/retail atmosphere.
- Evaluate how you can refurbish your own premises and look at interior decor essentials.



VEGAN FORWARD FOOD WORKSHOP

WHO IS THIS FOR?

Professional Chefs at all levels

WHY SHOULD I TAKE PART?

Forward Food is a campaign launched by The Humane Society of the United States and its international affiliate, Humane Society International, to encourage and enable foodservice providers to shift the focus of their menus away from animal products and put more plant foods on plates.

This tailored culinary workshop will equip chefs with the knowledge and inspiration to create more delicious plant-based dishes. Making menus more plant-focused will make them more inclusive, as well as cost effective.

This 'hands-on' Development Day gives professional chefs the opportunity to develop their skills and their menu offerings through a unique cooking learning experience. Forward Food will be working with TUCO to show you how to create meat free dishes that can be recreated in your own kitchens back at your institution.

HOW WILL IT HELP ME?

- Learn new, on-trend, meat-free recipes that will appeal to students and can be produced in large quantities
- Explore Umami: finding that elusive savoury note and creating depth of flavour to satisfy meat-eaters and vegans alike; the wonders of fermentation.
- Create texture without using animal products: such as replicating the creaminess of dairy, the sensation of a bite of meat and binding without eggs.
- Develop delicious vegan and vegetarian dishes using a variety of techniques and ingredients.



WHAT'S INCLUDED?

A talk by Charlie Huson on food sustainability and the Humane Society International, a hands on cooking masterclass by Jenny Chandler, introduction to new ingredients, all ingredients required for the practical cooking sessions, materials to take back to your institution, all refreshments and lunch.

TRAINERS:

This event will be led by Charlie Huson, Forward Food Programme Manager at HSI UK, and Jenny Chandler, a chef and UN's Special Ambassador for pulses.

DATES INCLUDE:

Preston: 06 April 2020. UCB: 28 October 2019 & 20 February 2020. Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£45.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



WHAT'S INCLUDED?

Entrance to Billingsgate Market including breakfast, guided tour, hands on fish filleting masterclass and cooking opportunity. Anything not listed on the itinerary is not included and should be covered by the delegates. This includes, but is not limited to, travel to and from UK airports, additional drinks, room service, etc.

Two-day option: Everything listed above plus overnight accommodation in London Docklands, an evening meal at Zerosette restaurant with networking opportunities with Direct Seafoods.

DATES INCLUDE:

28 May 2020. Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£155.00 +vat with overnight stay
£70.00 +vat without overnight stay

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

TESTIMONIALS:

“Extremely beneficial” - Delegate from University of Brighton.

“Thoroughly enjoyed everything. The evening meal got everybody together and talking.” - Delegate from Anglia Ruskin University.

BILLINGSGATE SEAFOOD DISCOVERY

WHO IS THIS FOR?

Heads of Catering, Head chefs, Catering managers, Development Chefs, any delegate seeking to enhance their skills.

WHY SHOULD I TAKE PART?

This development day offers delegates working in the catering sector the opportunity to experience the world-famous Billingsgate Fish Market first hand, led by an experienced Billingsgate fishmonger. Start the day on the trading floor opening your eyes to an impressive selection of fish and shellfish products from around the globe. Keep up to date with the current market trends and prices with a focus on seasonality and sustainability. After a kippers' breakfast, the rest of the morning is spent hands on, preparing a wide selection of flat and round fish to trade specifications, learning how to perfectly fillet a fish with minimum wastage. The day will also include a talk on sustainable fish sourcing from an MSC representative, and a representative from Direct Seafoods will also attend ready to answer any questions you may have. Networking plays a large role on this study tour, offering delegates an opportunity to meet likeminded chefs and swap stories and cost saving ideas between institutions. The last session of the day will be a cooking opportunity, chefs will use the fish they

have filleted themselves in the last session, to come up with a recipe of their own using the knowledge gained from the day and a large selection of additional ingredients.

TIP: Bring an empty tub with you, there is usually lots of high-quality fillets of fish left over at the end of the day for you to take home.

HOW WILL IT HELP ME?

- Gain hands on experience at filleting and cooking different fish
- Experience the Billingsgate Fish Market at its peak selling time with a guided market tour and behind the scenes opportunity.
- Network with likeminded TUCO members, developing new and exciting menus to take back to your own institution which can enhance sales and reduce costs.
- Understand the importance of sustainable sourcing.
- Sample some of the most popular fish and also discover some of the less known fish on sale at Billingsgate Market.



LEAD BARISTA EXPERIENCE

WHO IS THIS FOR?

Lead Baristas looking to develop their professional career in coffee.

WHY SHOULD I TAKE PART?

A one-day course for Baristas of beginner and intermediate levels in which you'll get hands on at the roaster – blending, roasting and cupping your own coffee and exploring different brewing methods. You'll learn about the coffee journey, from bean to cup, and develop a better understanding of the variables that affect coffee taste and sensory perception. You'll also have the opportunity to take an exam with the SCA Introduction to Coffee certification, part of the SCA Coffee Skills programme, which would contribute 10 points towards the SCA diploma. This two-day course for Lead Baristas will also include the opportunity to develop your leadership skills as a 'Lead' barista operating successful teams.



HOW WILL IT HELP ME?

- Network with like-minded TUCO members and suppliers, developing new and exciting ideas to take back to your own institution which can enhance sales and reduce costs
- Discover how to manage the quality of your coffee products
- Learn how to coach staff with learning & teaching styles
- Study brew ratios and variables
- Take an exam with the SCA introduction to coffee certification
- Learn to blend, roast and cup your own coffee
- Take part in a milk masterclass with latte art
- Explore different coffee brewing methods
- Understand the 'coffee journey'; from bean to cup

The 2-day experience will also help you to:

- Learn what makes a great Lead Barista
- Enhance your leadership skills
- Develop strategies to operate successful barista teams



WHAT'S INCLUDED?

Full barista experience, training by professional baristas, lunch, and the opportunity to take an exam with the SCA introduction to coffee certification.

The 2-day event also includes overnight accommodation at Motel One Hotel, Glasgow (bed and breakfast), 1 evening meal, and transport between the hotel and Matthew Algie Roastery.

Please note that travel before or after the event is not included.

DATES INCLUDE:

04-05 September 2019. 18-19 February 2020. Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£99.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



WHAT'S INCLUDED?

A 4-hour, Level 2 workshop at Kitchen Theory in High Barnet, London. Anything not listed on the itinerary is not included and should be covered by the delegates. This includes, but is not limited to, travel before and after the tour.

DATES INCLUDE:

05 March 2020.
Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£120.00 +vat

HOW TO BOOK

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



TESTIMONIALS:

“I will directly incorporate the knowledge gained within up and come menus” – Delegate from Lakeside Restaurant at University of Surrey.

MOLECULAR COOKING

WHO IS THIS FOR?

Experienced Chefs with an interest in molecular cooking; the course covers the history, theory and practical application of molecular cooking.

WHY SHOULD I TAKE PART?

This is an advanced practical application of molecular cooking that gives insights into the techniques being used at some of the world’s leading restaurants such as the Fat Duck. Jozef Youssef is the mastermind and Chef Patron of Kitchen Theory. He has worked with Professor Charles Spence, University of Oxford, exploring the sensory experiences of food. Delegates will leave with a small molecular cooking goody bag.

HOW WILL IT HELP ME?

- Develop molecular cooking skills, during a 4-hour, Level 2 workshop
- Learn the science and technique of sous vide cooking
- Learn about more advanced hydrocolloids and their applications
- Study the culinary use of dry nitrogen
- Develop other experimental cooking techniques

TRAINER

This event will be delivered by Jozef Youssef. Jozef founded the collaborative gastronomic project, Kitchen Theory, to explore the multi-sensory elements of eating. An experienced chef with stints at The Connaught, The Dorchester and The Fat Duck under his belt, he has worked with scientists, chefs and artists to further his knowledge in this fascinating area. He is the chef-patron of the Kitchen Theory experimental dining experiences as well as the author of Molecular Gastronomy at Home, a simple introduction to the science behind modernist culinary techniques.

GASTROPHYSICS & VEGETARIAN GASTROPHYSICS

WHO IS THIS FOR?

Anyone looking to design a remarkable and unforgettable dining experience or anyone looking at redesigning their menu and service environment.

WHY SHOULD I TAKE PART?

The field of Gastrophysics is paving the way for the future of dining experiences and menu design. We are not only looking at how food is being put together on the plate but also how each step of the sensory journey comes together to create the dining experience. Josef Youssef is the mastermind and Chef Patron of Kitchen Theory. He has worked with Professor Charles Spence, University of Oxford, exploring the sensory experiences of food. Through a once-in-a-lifetime dining experience made up of extraordinary food concepts delivered in a way that can only be described as an excellent performance of ‘Art-Meets-Food’, you will see first-hand how small changes in your food presentation, service, atmosphere etc. can have major influences in the way your dishes are perceived and enjoyed (think music levels, cutlery weights, glass shapes, etc. This is a must for any aspiring chef looking to develop their career. You will also explore the concept of taste and take part in an experiment that will reveal all about the way your own taste buds work.

HOW WILL IT HELP ME?

- Understand the science and research of Gastrophysics which brings together Chefs, psychologists and neurologists.
- Gain ideas on how to apply sensory research into experience design
- Understand how our senses can alter our perception of flavour
- Find creative and unique ways to design new menus
- Experience one of London’s most sought-after sensory dining experiences

TRAINER

This event will be delivered by Jozef Youssef. Jozef founded the collaborative gastronomic project, Kitchen Theory, to explore the multi-sensory elements of eating. An experienced chef with stints at The Connaught, The Dorchester and The Fat Duck under his belt, he has worked with scientists, chefs and artists to further his knowledge in this fascinating area. He is the chef-patron of the Kitchen Theory experimental dining experiences as well as the author of Molecular Gastronomy at Home, a simple introduction to the science behind modernist culinary techniques.



WHAT'S INCLUDED?

A 4-hour sensory food experience, with an 8-course lunch and wine pairing at Kitchen Theory in High Barnet, London. Anything not listed on the itinerary is not included and should be covered by the delegates. This includes, but is not limited to, travel before and after the tour.

DATES INCLUDE:

15 November 2019 (Vegetarian)
11 June 2020.
Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£120.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



VANILLA BLACK

WHAT'S INCLUDED?

A visit to Borough Market with a treasure hunt of items purchased with cash provided from TUCO, a 3-course meal selected from the extensive menu at Vanilla Black, drinks at Vanilla Black and an introduction plus question and answer session with Andrew Dargue. Each delegate will also be given a small goody bag of unusual ingredients that feature on the Vanilla Black menu, and there is an opportunity to win a further two prizes whilst on tour. TUBE travel between the market and restaurant is not included and delegates should bring a contactless/travel card with them.

DATES INCLUDE:

19 September 2019. 13 February 2020.
29 October 2020. 04 June 2020.
Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£99.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

VANILLA BLACK

TESTIMONIALS:

“All of it was thoroughly enjoyable but, if I had to pick one aspect, it would be chatting to everyone else to learn about what they do at their Universities” – Delegate from Harper Adams.

“Thank you for facilitating a brilliant day I met passionate food producers throughout the whole experience, networking with my industry colleagues brought many insights, and shared ideas that has given me a renewed enthusiasm to create amazing new dishes” – Delegate from Lakeside Restaurant at Surrey University.

WHO IS THIS FOR?

Perfect for TUCO members in all university catering roles including chefs at all levels looking to gain new skills, heads of catering wanting to mix up vegan menus, and marketing teams looking at food presentation. The development day is open to any TUCO member who is interested in learning about the on-trend vegan and vegetarian cuisine.

WHY SHOULD I TAKE PART?

Established in 2004, originally in York, Vanilla Black is a contemporary vegan and vegetarian restaurant that offers a menu that challenges vegan and vegetarian stereotype dishes, uses unusual ingredients and creates unique combinations of taste and visual impact. The restaurant is recommended in the Michelin Guide and boasts two AA rosettes. Fed up of seeing the same meal listed as every restaurant's vegan and vegetarian option, Andrew uses inspiration from popular dishes to completely recreate dishes that are vegetarian or vegan. As the popularity and demand for vegetarian and vegan cuisine rises astronomically fast, the need for chefs to provide a good variety of healthy, filling, delicious dishes become more challenging. This study tour will offer inspiration outside of falafel, halloumi and vegetarian lasagne, to give you heaps of ideas for vegan and vegetarian dishes that you can recreate or adapt for your own institution. Andrew Dargue, the founder and chef proprietor of Vanilla Black, opens his doors to TUCO with an exclusive dining

experience which includes an introduction to the restaurant and its concepts followed by a very honest, question and answer session.

HOW WILL IT HELP ME?

- Explore Borough Market to realise the large array of vegan and vegetarian items on sale, taking home a goody bag of several vegan items found during the treasure hunt
- Meet the inspirational Andrew Dargue for an intimate and honest question and answer session and explanation of the stories behind the dishes
- Taste some innovative vegan and vegetarian dishes at Vanilla Black, which will open your eyes to the use of different sweet and savoury ingredients that make up a delicious and varied vegan and vegetarian menu.
- Network with likeminded TUCO members working in similar roles at other UK universities, enabling you to exchange innovative ideas, taking new inspiration back to your own institution
- Visit the Vanilla Black Kitchen for a behind the scenes insight to the workings of an acclaimed restaurant
- Equip yourself with a new knowledge and appreciation of vegetarian and vegan cuisine.

COMING SOON... Masterclasses with Andrew Dargue. To be delivered on location or at your institution. To pre-register please email academy@tuco.ac.uk Further details on page 68.

Undoubtedly one of the Academy's most popular events to date, Vanilla Black has run 10 times; and a whopping 80 TUCO delegates from 40 universities have experienced owner Andrew Dargue's concepts of vegan and vegetarian dishes.

It is estimated that demand for meat-free food increased by 987% in 2017 and going vegan was predicted to be the biggest food trend in 2018! What's more, 1 in 3 Brits have now stopped or reduced their meat consumption. With these statistics in mind, veganism within university catering is becoming impossible to ignore. It is now imperative that we stop and take the time to understand our customer needs and expectations when it comes to catering for meat-free dietary requirements.

But creating great vegan dishes is not easy. Gone are the days where hummus, risotto and falafel on their own are acceptable vegan and vegetarian dishes. Meat-free students are on the hunt for inventive and tasty dishes, and they want a variety of options to pick from. Andrew Dargue of Vanilla Black tells TUCO; "When we opened Vanilla Black 15 years ago with the aim of changing the perception of vegan food, cooking without meat and fish, and especially dairy, we were faced with huge challenges that really puts the skills of a chef to the test... Imagine walking into a food pantry, removing all of the meat, all of the dairy, eggs, honey.. everything that comes from an animal, and then having to create an incredible, versatile menu. It requires a lot of knowledge, skill and creativity."

To an extent, UK universities are coping well with the vegan demand. Many institutions recognise that students who are not necessarily vegan or vegetarian are opting for their meat-free menu options. According to the Vegan Society, a staggering 92% of plant-based meals consumed in the UK in 2018 were eaten by non-vegans. The appeal of the healthy, and 'cruelty-free', option is growing, with millennials and Gen

Z bringing meat-free dishes to the forefront of our outlets.

In order to keep up with student expectations and compete with external catering and retail units, it is essential that university caterers are up to speed with the vegan and vegetarian market. This is where learning and development plays a vital role. Samantha Potts, Academy Coordinator explains: "So often we find that people aren't 100% sure what vegan students can and cannot eat. It is imperative to first understand the vegan, vegetarian and plant-based market so that we can create exciting dishes that appeal to our target market. The Vanilla Black development day offers an opportunity for delegates to learn all about veganism, try vegan produce at Borough Market and speak to a professional chef and vegan restaurant owner whilst enjoying a 3-course vegan meal."

The Vanilla Black development day is a 2-part experience which is run seasonally to give different experiences throughout the year. It is not unusual for delegates to attend a Vanilla Black development day more than once. Over the year, the market transforms and so does the Vanilla Black menu.

The first half of the Vanilla Black development day focusses on networking and brainstorming around veganism and vegetarianism. The group meets in Rabot 1745 Café for an initial welcome drink and introductions. Each institution will have prepared a short description of their current vegan and vegetarian offerings, along with what they are looking to get out of the event. Armed with a map, £20, and some clues to decode, the group then split into teams of two and take to Borough Market. What you gain is a high-end selection of produce to take home with you to experiment with at your own leisure. The winning team also receive a copy of Dargue's recipe book, which can be signed during the restaurant visit.

The second half of the development day takes part a short tube ride away in Chancery Lane. Nestled away and almost hidden, lies Vanilla Black. Here delegates will receive a warm welcome from the team's front of house, before enjoying a delicious 3-course meal selected from the main menu including drinks.

Conversation over lunch will be tailored to veganism and vegetarianism. Delegates will be encouraged to consider tricky topics such as; 'is veganism just a trend?' 'How do you currently compare against other institutions?', and 'What do vegan students say about your food?'. This open discussion around the table is often said to be one of the most insightful parts of the day.

During the restaurant visit, Andrew Dargue will offer delegates the opportunity to visit his kitchen, seeing the cooking and plating processes. A real insight into successful vegan catering. Following the meal, the group will enjoy refreshments with Andrew, who will offer the group a private, and very honest talk about his business catering for vegan and vegetarian clientele and a few insider secrets. Each delegate will receive a small box of ingredients to take home for further experimentation.





UCB MASTERCLASSES

University College Birmingham has established a pre-eminent reputation in educating and training hospitality staff over the last four decades. TUCO Academy is delighted to partner with UCB who have created several bespoke courses for TUCO members in response to member demand.

WHAT'S INCLUDED?

Refreshments and lunch are included alongside a full day's hands on training with a professional trainer.

WHO ARE THESE DAYS FOR?

These masterclasses have been designed to act as perfect training opportunities or any members who are taking part in the TUCO Competitions.

DATES INCLUDE:

Mixology: 20 February 2020. **Food Waste Management:** 31 October 2019

Fine Dining: 21 February 2020.

Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

Mixology and Food Waste Management: £99.00 +vat

Fine Dining: £130.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

MIXOLOGY

UCB has a dedicated mixology suite and this practical training day will cover Innovations in Mixology, including an introduction in sensory knowledge a Spirit Masterclass, Cocktail Masterclass and Wine pairing for restaurant service. It is an ideal preparation for the TUCO Competitions or for those wanting to revitalise their drinks knowledge and skill.

HOW WILL IT HELP ME?

- Learn about innovations in mixology
- Participate in a spirit masterclass and a cocktail masterclass
- Understand wine pairing for restaurant service
- Prepare bar staff for exceptional drink preparation



FOOD WASTE MANAGEMENT; HOW TO MAKE YOUR FOOD GO FURTHER

This culinary workshop is designed to provide practical inspiration to create menus by repurposing leftovers and leftover ingredients. Delegates will have the opportunity to practice the creative process that goes into planning meals using scraps and get innovative ideas for contemporary menu items from surplus food, resulting in food waste reduction and saving money.

HOW WILL IT HELP ME?

- Learn to create delicious, interesting and nutritious menu items utilising typical leftovers suitable for a wide range of different target markets.
- Understand and appreciate the need of effective food waste reduction to support overall profitable kitchen management.
- Develop new culinary techniques to aid high volume production of a wide range of delicious dishes utilising typical leftovers.
- Network with like-minded chefs working in similar roles at other UK universities, enabling you to exchange innovative ideas, taking new inspiration back to your own institution.



FINE DINING

This day has been designed to build confidence in delivering excellent fine dining experiences. The coach will cover service styles and etiquettes, equipment overview, menu knowledge, salesmanship, social skills, leaving a lasting impression and raising the fine dining experience standards. It is ideal for those wanting to revitalise their fine dining knowledge and skills. In addition the group will enjoy a gastronomic tour of Birmingham, culminating in a lunch in one of the fine dining offers in Birmingham city centre. The day is aimed at Front of House Staff who work in a fine dining restaurant or works in conferencing and events.

HOW WILL IT HELP ME?

- Enhance working skills and knowledge delivering a fine dining experience
- Understand fine dining and where their role fits in to the overall culinary experience of clients
- Develop service styles and etiquettes
- Understand new equipment
- Improve menu knowledge
- Work on how to leave a lasting impression and raising the fine dining experience standards





MENU ENGINEERING

WHAT'S INCLUDED?

A full session on the theory of menu engineering followed by a practical interactive session showing best practice in menu design and the opportunity to apply what's been learned to your own offer.

DATES INCLUDE:

22 October 2019. Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£99.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

WHO IS THIS FOR?

Chefs and back of house managers who have creative control of menus for student catering and commercial sites

WHY SHOULD I TAKE PART?

A restaurant's menu is the centrepiece of the business and is one of the major drivers of customer footfall to use your catering facilities. It's also one of the most expensive parts of your business to maintain in terms of rising food cost and can be used for efficiencies in cost control. A menu which is carefully crafted to entice customers and cleverly designed so it can be easily adjusted when need be, can save you up to 15% in costs.

HOW WILL IT HELP ME?

- Gain useful tools for menu design
- Learn how to write menu descriptions
- Discover how to price items on your menu
- Understand how to identify your most valuable menu items
- Learn how to sell higher priced menu items
- Hear how to adjust prices and keep customers



SKILL UP: FISH & SEAFOOD

Hastings, England and Argyll, Scotland

WHO IS THIS FOR?

Delegates seeking to enhance their fish knowledge and enhance their practical skills

WHY SHOULD I TAKE PART?

Each course has been designed to provide chefs with a broader knowledge of fish and seafood species, seasonality, sustainability and preparation. Each event will be held at a supplier's fishery to give a deeper understanding of the product that reaches their kitchens.

Both days will be hosted by Terry Martin, Master Fishmonger and 2 times winner of the BFF British Fishcraft Championships and Business Development Chef Jason Calcutt.

HOW WILL IT HELP ME?

- Enjoy a fresh fish demo learning how to identify, fillet and cook different fish
- Network with likeminded TUCO members
- Develop new and exciting menus to take back to your own institution which can enhance sales and reduce costs.
- Understand the importance of sustainable sourcing.

WHAT'S INCLUDED?

Kames Rainbow Trout Fishery, Oban, Scotland – Tour of the hatchery and farm, a fresh fish demonstration on filleting, teaching of how to identify different fish, practical session using over wood fires and a masterclass delivered by a M&J Seafood Chef, whilst on a beautiful island in the fishery.

Hastings Fisheries, Hasting, England

– Tour of Hastings Market, a fresh fish demonstration on filleting, teaching of how to identify different fish, practical session meeting a skipper on a day-boat who will show you the freshly landed fish, a 'Ready, Steady, Cook' challenge, to develop your fish cooking skills and experience cooking with different varieties of fish and a fresh fish quiz to further teach you about fresh fish.

One-day option: One full day training with an experienced fishmonger as detailed above, lunch, all required materials and equipment. The Hastings event also includes breakfast due to the earlier start.

Two-day option: Everything listed above plus overnight accommodation at Premier Inn* and dinner at a local restaurant the night before the event.

WHAT'S INCLUDED?

Transport the following morning will be provided to take delegates from Premier Inn to the event. *Board: Bed and breakfast for the Hastings event and room only for the Kames Rainbow Trout Fishery event (as breakfast will be served on site).

DATES INCLUDE:

Kames: 02-03 September 2019
Hastings: 01-02 October 2019
Please refer to our website for a full provisional itinerary and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£50.00 +vat with overnight stay
£25.00 +vat without overnight stay

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.





DAY COURSES

Definition: Face-to-face training taught by a qualified professional in a classroom environment.

SOCIAL MEDIA STRATEGY

WHO IS THIS FOR?

Any Manager or Leader who would like to improve the use of social media to communicate with customers and stakeholders.

WHY SHOULD I TAKE PART?

Love it or loathe it social media is here to stay and can be a powerful marketing tool when used correctly. Some of the biggest questions faced by businesses when considering the use of social media is the time it might take, which platforms should they be using and what should they be posting about that is appropriate. This course helps clarify the importance of establishing a social media strategy detailing the desired goals and objectives and how to achieve them and includes some practical "how to" training on Facebook, Twitter and Instagram. By attending this training course, you will gain confidence in, and understand how to use social media most effectively to achieve the desired results for your business.



HOW WILL IT HELP ME?

- Learn how to differentiate between the types of social media available
- Understand how to recognise the appropriate type of social media to communicate different types of business messages
- Learn how to compose appropriate communications appropriate for each type of social media
- Learn how to build and implement a social media strategy on behalf of your business
- Apply confidence to maximise the potential of social media

Upon booking, delegates will be asked to provide some details of their social media usage, their estimated level of knowledge and their objectives of the course, in order to ensure the course is tailored completely to the levels and requirements of those attending.



TRAINER:

Daniel Chee – Trainer profiles can be found on pages 70 & 71

DATES INCLUDE:

25 March 2020.
Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£99.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



MARKETING FOR NON-MARKETERS

TRAINER:

Graeme Jones – Trainer profiles can be found on pages 70 & 71

DATES INCLUDE:

30 September 2019.
(Note that this is taking place at University of South Wales on this date and NOT at TUCO HQ). Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£99.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

WHO IS THIS FOR?

Any Retail or Commercial Leader who would like to see real benefits from using targeted marketing activities.

WHY SHOULD I TAKE PART?

Learn how to rapidly take stock of your company's marketing needs and prioritise them. Many smaller or entrepreneurial companies cannot afford their own specialist marketing resources. This course will assist individuals in rapidly taking stock of their companies marketing needs and prioritising them. It then goes on to address the planning, resolution and delivery elements.

This course covers the methods and techniques needed to identify marketing opportunities and issues. Delegates will learn that marketing can be done well without a formal team, so long as management have the insight into where and what needs doing. Our techniques enable managers at any level and from any function to handle to the real marketing challenges facing their organisations, namely:

- allocating an appropriate marketing budget
- identifying market opportunities as they arise
- knowing when to go to outside suppliers of marketing services
- controlling costs.

Delegates will develop methods of planning the markets for their business, identifying what is and what is not 'marketing' and the tools to then begin to effectively market their companies.

HOW WILL IT HELP ME?

- Look at how to define your company's USPs (unique selling propositions – the root of the marketing activity)
- Learn how to present your new-found vision to your staff, your investors and other stakeholders
- Learn how to articulate your value propositions in client terms
- Understand the costs and benefits of marketing activities
- Be confident in your understanding of 'marketing'



BE AN EFFECTIVE MENTOR: DEVELOPING YOUR PERSONAL SKILLS

WHO IS THIS FOR?

Middle to Senior Managers who would like to develop their mentoring skills

WHY SHOULD I TAKE PART?

Every organisation needs some form of career development programme to produce a succession of motivated, upward moving employees. Mentoring is the process of preparing staff for future change. It is often referred to as a journey of prompted discovery. An effective mentor will be looking at longer term career development and helping to improve leadership development and the retention of key people. This course enables delegates to develop the skills of a mentor so they can bring the best out of their staff. Each delegate is given a handbook of key points from the course and advice from experienced mentors. They will have everything needed to prepare for their meetings with the mentee.

HOW WILL IT HELP ME?

- Learn about the benefits of mentoring
- Understand the role and practice the skills of an effective mentor
- Demonstrate the difference between a coach and a mentor
- Learn to build rapport and create a development environment
- Define preferred learning styles – understand how people learn
- Understand how to assess individual needs and give appropriate feedback
- Be able to handle resistance to constructive criticism
- Use effective probing and questioning and practice reflective listening
- Learn how to get the trainee to review themselves objectively set effective action plans



TRAINER:

Graeme Jones – Trainer profiles can be found on pages 70 & 71

DATES INCLUDE:

21 November 2019.
Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£99.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



TESTIMONIALS:
“The trainer was excellent, very calm and clear!” – Delegate from Loughborough University

“A tough but rewarding day with a wealth of information available. Well-structured and presented with a clear objective and focus through out”. – Delegate from Edge Hill University.

FINANCE FOR NON-FINANCIAL MANAGERS

TRAINER:
 Debra Adams – Trainer profiles can be found on pages 70 & 71

DATES INCLUDE:
 13 November 2019
 06 May 2020
 15 October 2020
 Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

FULL MEMBER PRICE:
 £99.00 +vat

HOW TO BOOK:
 Details on how to book onto this event, plus full terms and conditions can be found on page 67.

WHO IS THIS FOR?
 Staff who are required to use and interpret regular financial reports on their department, recently promoted staff who may not have had to deal with finances directly or anyone who finds the various accounting terms a bit puzzling.

WHY SHOULD I TAKE PART?
 There is a constant need to regularly measure, monitor and report on hospitality operations to ensure that the strategic objectives of the operation are being met. The objective of the ‘Finance for Non-Financial Managers’ one day course is to develop commercial awareness and to facilitate delegates’ understanding of the key financial competences required to manage a business successfully, such as forecasting and business analysis.

- HOW WILL IT HELP ME?**
- Be more commercially aware within the workplace
 - Understand and interpret financial reports
 - Calculate and analyse key financial figures
 - Develop action plans based on financial performance
 - Understand financial terminology
 - Develop your ability to manage revenue and cost
 - Acquire skills that will allow you to use calculations to create business figures
 - Understand the difference between CAPEX and operational spend
 - Understand the Balance Sheet:
 - Gain an insight into the cash flow
 - Plan for cash requirements



TESTIMONIAL:
“I am now able to read our budget sheets with a better understanding” – Delegate from Cardiff University

“The trainer was engaging and helpful.” – Delegate from Cardiff University

COST CONTROL FOR FOOD AND BEVERAGE MANAGERS

WHO IS THIS FOR?
 Newly promoted staff with responsibility for managing profit. Staff who wish to refresh their skills in this area or staff being trained for promotion.

WHY SHOULD I TAKE PART?
 The course is designed to help delegates understand pricing methods and the control of gross profit, as well as assisting them with the effective execution of daily financial tasks such as ordering, purchasing and gross profit calculation. Since staffing costs tend to be a significant expense alongside food costs in food and beverage establishments, the course will also cover wage and salary controls.

- HOW WILL IT HELP ME?**
- Understand best practice for ordering, purchasing and calculation of gross profit
 - Manage cost of sales with better forecasting, correct pricing and less wastage
 - Manage gross profit margin of promotional activity, such as meal-deals and vouchers
 - Forecast wage and salary cost
 - Understand the basics of what the figures mean.

TRAINER:
 Debra Adams – Trainer profiles can be found on pages 70 & 71

DATES INCLUDE:
 31 October 2019
 13 May 2020
 07 October 2020
 Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

FULL MEMBER PRICE:
 £99.00 +vat

HOW TO BOOK:
 Details on how to book onto this event, plus full terms and conditions can be found on page 67.





FINANCIAL EFFICIENCY WITH BUDGETING AND FORECASTING

TRAINER:

Debra Adams – Trainer profiles can be found on pages 70 & 71

DATES INCLUDE:

26 March 2020
02 December 2020
Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£99.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67

WHO IS THIS FOR?

Staff who are required to create and use budgets or forecast planned income and expenditure for any part of their business.

WHY SHOULD I TAKE PART?

Budgeting and Forecasting is designed to benefit both operational and departmental managers in an organisation. An important method of financial control is the comparison of planned income and expenditure with the income received and the expenses incurred. This course looks at budgets, what they are, how they are formulated and how they are used within a business. Different approaches to the budget setting process are examined; also the way that different parts of the same organisation look at budgets and its potential for internal conflict unless carefully managed.

HOW WILL IT HELP ME?

- Understand what constitutes a budget and why budgets are useful
- Prepare a budgeted operating statement
- Understand how to analyse variances between actual and budget in terms of price & volume
- Use budgets and forecasts to drive business strategy
- Develop rolling forecasts and use forecasting tools



TESTIMONIAL:

“The knowledge gained will be applied every day. The importance of segregating allergens was really brought home. Correct labelling and just being made aware of how dangerous it is to people who suffer from allergic reactions.”
– Delegate from University of South Wales.

FOOD ALLERGEN AWARENESS ON CAMPUS

WHY SHOULD I TAKE PART?

Since the introduction of the Food Information for Consumers Regulations in 2014, there has been a number of high-profile cases where failure to manage ingredients and information for consumers have led to tragic outcomes. All food businesses must have an actively managed policy on allergen awareness as part of their overall due diligence. This course enables managers have staff who are aware of the need to ensure safe and clear practices in their kitchens and food outlets, including the legal, moral and economic consequences of poor practices.

WHAT LEVEL IS RIGHT FOR ME?

The Highfield Level 2 Food Allergens Awareness course is a half day course aimed at raising awareness in the labelling legislation regarding food allergens, the symptoms and differences between food allergy, intolerances and coeliac disease and controls to prevent cross contamination. This is ONLY delivered regionally.

The Level 3 Allergens course is designed for supervisors and builds on the above in more detail including the essential aspects of allergen control and risk management using examples during the course.



TRAINERS:

Elaine Povey & Sarah Mcloughlin – Trainer profiles can be found on pages 70 & 71.

LEVEL 2 IS AVAILABLE REGIONALLY.

When delivered locally by Sarah Mcloughlin
FULL MEMBER PRICE:
Level 2: £15.00 +vat
Level 3: £25.00 +vat

LEVEL 3 DATES INCLUDE:

15 October 2019. 18 February 2020.
09 June 2020. 03 November 2020.
Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£99.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



TRAINERS:

Elaine Povey & Sarah McLoughlin – Trainer profiles can be found on pages 70 & 71

FULL MEMBER PRICE WHEN DELIVERED REGIONALLY BY SARAH MCLOUGHLIN:

Level 2 £15.00 +VAT **Level 3** £55.00 +VAT

DATES:

Level 3: 09-11 December 2019.
19-21 May 2020. 22-24 September 2020.
Level 4: 25-29 November 2019 & 19-23 October 2020 with an exam to take place at your institution 1-2 weeks later
Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

FULL MEMBER PRICES:

Level 2 £15.00 +VAT (delivered regionally by Sarah McLoughlin) **Level 3** £250.00 +VAT **Level 3** £55.00 +VAT (delivered regionally by Sarah McLoughlin) **Level 4** £400.00 +VAT

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

FOOD SAFETY IN CATERING

WHO IS THIS FOR?

Food Safety qualifications are for anyone working in the catering and hospitality industry to ensure compliance.

WHY SHOULD I TAKE PART?

Delegates gaining this qualification will know that food safety is the responsibility of everyone involved in the storage, preparation, cooking service and handling of food. These courses are accredited and have been developed to protect customers, brand reputation and profits. Qualifications are assessed by multiple-choice examination and the Level 4 is an open response exam.

WHAT LEVEL IS RIGHT FOR ME?

Level 2 is aimed at those handling high risk open foods whilst Level 3 and 4 are aimed at managers and supervisors, to ensure they receive a thorough understanding of food safety including the latest on allergens and threats to food safety.

HOW WILL IT HELP ME?

All Levels:

- Attain a qualification in Food Safety in Catering or Managing Food Safety in Catering
- Understand the responsibilities of food safety by identifying food safety hazards and catering standards

- Ensure that food handlers are aware of the hazards and controls associated with the types of food you produce
- Understand the responsibility you have to correctly store, prepare, cook and handle food.

Level 3 & 4:

- Gain knowledge in Food Safety Legislation regulations
- Be trained in Food Standards Agency policies
- Review HACCP and codes of practice
- Confidently manage the operational requirements of food safety

Minimum guided learning hours:

Level 2: 6 + exam
Level 3: 20 + exam (over 3 days)
Level 4: 40 (over 5 days) + exam at institution at a later date to allow for revision



TESTIMONIAL:

“Informative, helpful and the course was really interesting and enjoyable.” – Delegate from Cardiff University.

FOOD SAFETY REFRESHER LEVEL 4

WHO IS THIS FOR?

Managers who have previously completed an accredited Level 4 or Advanced Food Safety course, who would like to have formal training in updates that have taken place in recent years.

WHY SHOULD I TAKE PART?

This course intends to update delegates on changes to food safety management since the completion of a formal food safety qualification. This course is suitable to meet the requirement for food safety refresher training, up to advanced level. While not an accredited course, a certificate of attendance will be issued for your employee record.

HOW WILL IT HELP ME?

- Learn about recent food industry developments in new and emerging food safety hazards and updates in catering standards
- Gain knowledge in Food Safety Legislation updates and changes in regulations
- Be trained in Food Standards Agency changes
- Review HACCP and codes of practice
- Consider advances in managing the operational requirements of food safety



TRAINER:

Sarah McLoughlin – Trainer profile can be found on pages 70 & 71

DATES INCLUDE:

12 November 2019.
11 February 2020.
17 November 2020.
Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£99.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



TESTIMONIALS:
“This course was easily the best and most useful I have ever attended in my working life. The presenter was fantastic, and I can’t rate him enough.” – Delegate from Loughborough University.

REPORT WRITING

TRAINER:

Jon Moon – Trainer profile can be found on pages 70 & 71

DATES INCLUDE:

07 November 2019.
 07 May 2020.
 Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£99.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

WHO IS THIS FOR?

Managers at any level in catering and hospitality departments, especially those seeking to improve their report writing skills and those seeking promotion within their organisations.

WHY SHOULD I TAKE PART?

Imagine doing documents that people praise and envy. That win business or impress Boards. That save time – yours, your readers, your audiences. Imagine the impact on your career. Jon Moon will teach delegates how to write, rewrite or improve, not only reports, but detailed emails, proposals, evaluations, letters, and all kinds of documents that can be improved with simple layout and design techniques.

HOW WILL IT HELP ME?

- Create documents that people praise and envy.
- Write reports that have clarity and impact and that get results.
- Create an impact that influences, impresses and influences senior managers.
- Transform all your work, from notes to reports, from monthly meetings to proposals, from printouts to slides.



LICENSING

England, Ireland & Wales - Certificate for Personal Licence Holders (ALPH) - Scotland (BIIAB)

WHO IS THIS FOR?

Anyone who works in a role which requires them to authorise the sale of alcohol to the public (as per the legal requirements) such as designated premises supervisors, managers, assistant managers, supervisors and staff seeking promotion to one of these positions.

WHY SHOULD I TAKE PART?

The personal licence holder award (for England, Ireland & Wales) and certificate for personal licence holders for Scotland, will give you the qualification which enables you to go on and apply for your Personal Licence Application.

HOW WILL IT HELP ME?

Both training courses will provide each delegate with a clear understanding of the framework of law and regulation that underpins the responsibilities of the personal licence holder. This will include:

- Licensing authorities
- Personal and premises licences
- Operating schedules
- Permitted temporary activities
- Unauthorised licensable activities
- Police powers and rights of entry
- Legal and social responsibilities of the personal licence holder
- Illegal drugs, the effects of alcohol and disorderly conduct



TRAINER:

Tennent’s Training Academy Glasgow for Scotland.
 John Rae for Manchester.

DATES INCLUDE:

03 October 2019 (Manchester)
 08 October 2019 (Glasgow)
 Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£79.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



PROJECT MANAGEMENT

WHO IS THIS FOR?

A practical one-day course aimed at middle to senior management who already have some experience in project management.

WHY SHOULD I TAKE PART?

The course will teach delegates how to build comprehensive project management plans, with training showing how different aspects of a project interacts with each other.

Typical projects that they may encounter will be planning for future projects or department amalgamation.

The theory trained in the morning is then applied to an ultra-modern simulated project which will be completed during the second half of the day. The simulation allows delegates to apply their new learned skills in a safe environment, receiving instant results and feedback which will not only embed the learnings, but enhance further through the experience of application.

Members will be encouraged to develop as a group by discussing scenarios they face daily, applying knowledge and skill from existing experiences and recognising how they can enhance their course learnings further and in real-life situations.

The course is very interactive with lots of challenges and scenarios to encourage you to build a good understanding and confidence on the subject matter.

The agenda for each course will be flexed

on the day to incorporate individual needs, specific job roles and titles, and apply the time allocated to the areas that provide the most value. The course will be supported by a workbook which will cover all the areas trained. This is designed to act as a reference point post course in addition to supporting the training on the day itself.

HOW WILL IT HELP ME?

- Learn new theory around project management
- Build project management skills through group discussions, challenges and group work.
- Develop your existing project management skills and put them to practice
- Complete business simulations to receive instant results and feedback in a safe environment
- Enhance your confidence in project management
- Network with project managers from other TUCO member institutions to brainstorm new ideas discuss current hurdles your institutions are facing.

NUTRITION FOR CATERING



WHO IS THIS FOR?

Nutrition for Catering is suitable for anyone involved in preparing and serving food and provides a good basic understanding of nutrition.

The Advanced course is suitable for management who require a detailed understanding of nutrients, their effect on health and overall diet.

WHY SHOULD I TAKE PART?

The demand for more food choices such as veganism means caterers need to understand where the macro and micro-nutrients can be found in plant-based foods, their combinations and bioavailability for optimum health. The increase in veganism, vegetarianism and plant-based diets, amongst other dietary requirements including certain intolerances such as gluten and celery, have set some limitations on what chefs can include in their daily menus.

A shift from high protein meat dishes to plant-based dishes for instance, now means that caterers are having to search elsewhere to insert nutrition into their menus. With health and conscious consuming largely at the forefront of menus, this day course aims to train members how to add, measure and maintain a healthy balance of nutrition in all dishes across the menu, to ensure that your customers are being served healthy balanced meals that are also tasty and appealing.

HOW WILL IT HELP ME?

- Understand the requirements and limitations of different food choices such as veganism, vegetarianism and plant-based diets.
- Understand the importance of balanced nutrition in menus and how to achieve this.
- Study macro and micro-nutrients
- Develop an understanding of creating food options which offer health benefits for students
- Network with likeminded TUCO members who are facing the same challenges in catering
- Compare your current offerings with health guidelines and that of other establishments to ensure that you are achieving a high level of food standard
- Brainstorm your nutrition and menu ideas with a professional nutrition advisor qualified in nutrition training.



TRAINER:

Elaine Povey – Trainer profiles can be found on pages 70 & 71.

DATES INCLUDE:

Nutrition for Catering
10 October 2019
02 April 2020

FULL MEMBER PRICE:

£99.00 +vat

Advanced Nutrition for Catering
04-06 November 2019
16-18 June 2020
11-13 November 2020

Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

FULL MEMBER PRICE:

£215.00 +vat

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



REGIONAL COURSES

Definition: Training courses which are delivered away from TUCO HQ for TUCO members at a location of their choice.

DID YOU KNOW?

Did you know that all the TUCO Academy day courses and many of the TUCO Academy development days can be delivered at your own institution? TUCO understands that for some institutions, travelling for training can be financially or logistically difficult. Sometimes you might want to train a large number of your staff at once, but not want to lose your staff for longer periods out of operations than necessary. The TUCO Academy can offer training at a subsidised rate, working alongside professional trainers, we can arrange for events to be held at your own institution, without the added travel and labour costs.

HOW DOES IT WORK?

If you are interested in holding an event at your own institution, the first thing to do is complete the 'Regional Course Enquiry Form' which can be found at www.tuco.ac.uk/learn/how-to-book. The TUCO Academy team will then consult the trainer/s to confirm logistics and work out the cost to run the event.

HOW MUCH DOES IT COST?

The total cost is worked out by taking the travel and accommodation cost of the trainer plus their daily teaching date. This total cost is then reduced by adding a subsidy and communicated to you as the final total cost. There may be a minimum and/or maximum number of delegates permitted on one event at one time.

For a further cost reduction, you can choose to open the event to other institutions. By allowing TUCO to advertise your chosen training on your selected date on the TUCO website, in order for other delegates in your area to book onto, TUCO Academy can reduce your total fee.

If you select one of the Highfield courses the only cost involved would be the certification and registration of each delegate.

WHAT TRAINING CAN BE DELIVERED REGIONALLY?

Throughout this prospectus, you will see many day courses and development days that TUCO Academy can deliver regionally for you. Look out for the 'Available Regionally' stamp to identify these. Additionally, the courses on the following pages can all be delivered regionally. If you have any other training requests not mentioned in this booklet, please let us know and we will source a professional trainer who can deliver the session you need.





HOW TO BOOK:

Please see page 67 for details on how to book a regional course including full terms and conditions.

Jenny Donaldson, Training and Development Coordinator at University of St Andrews recently held six regional courses to train over 90 members of staff in Highfield Level 2 Management of Food Allergies Awareness on Campus. Jenny shares her experience of working with TUCO Academy:

“Residential & Business Services at the University of St. Andrews have been members of TUCO for numerous years. We’ve always been heavily involved with the annual Chefs competitions, study tours, development days and our Deputy Director, Alan Riddell, is currently a member of the TUCO Board.

Last year, Sarah McLoughlin, Head of the Academy, came to visit us here in St. Andrews, and we gave her a full tour of our individual sites and discussed our operation and staffs training needs. During these conversations Sarah explained how the Academy can provide regional and site-specific courses, which was really interesting, especially with St. Andrews located in quite a remote part of the country. We’ve always had difficulty sending staff away on courses e.g. cost of travel/accommodation and the time away from work and family etc.

After further discussion with our Catering Manager, Steven McKay, we decided to organise several training sessions on site for all of our 120-catering staff on the Highfield Level 2 Allergen

Awareness course. The booking process, via Samantha, was extremely straight forward, and she went out of her way to accommodate our preferred dates. The trainer, Elaine Povey, was excellent, very approachable and personable which the staff really appreciated. Additional feedback from the staff was that the trainer was extremely knowledgeable and had lots of personal examples which enhanced their learning experience.

The main evidence that the training sessions were a success is that 100% of our staff successfully gained their Level 2 certificate. This has given them a real sense of achievement and boost to their confidence. I would have no hesitation in using the TUCO Academy in the future to fulfil our training needs.”

TESTIMONIAL

CUSTOMER SERVICE

WHO IS THIS FOR?

Those wishing to improve their knowledge of the importance of customer service including how to satisfy customers’ expectations. It is designed for learners who deal with customers on a daily basis as part of their job role and is applicable to a variety of work environments.

WHY SHOULD I TAKE PART?

This regulated qualification has been designed for delivery to all learners working or preparing to work in a customer service role. This qualification covers the principles of customer service, including how to meet customers’ expectations, the importance of appropriate behaviour and communication techniques, as well as ways to deal with problematic customers.

The content can be updated in collaboration with the trainer so your brand standards and specific customer service experience reflects your institutions requirements. Just let the Academy know at the time of booking.

HOW WILL IT HELP ME?

- Describe the principles of customer service
- Understand how customer needs and expectations are formed
- Understand principles of responding to customers’ problems or complaints
- Identify the interpersonal and team working skills required in the customer service environment
- Identify the legislation which supports the customer service process
- Achieve a Level 2 qualification in Customer Service, following successful completion of a 30 question, multiple choice exam.



TRAINER:

Sarah McLoughlin – Trainer profiles can be found on pages 70 & 71

MINIMUM GUIDED LEARNING HOURS:

6 + exam

AVAILABLE REGIONALLY

Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67



HOW TO MANAGE A HOTEL: SIMULATED COURSE

WHO IS THIS FOR?

Middle to senior managers from Universities operating hotels or operating residential premises commercially, as well as any TUCO member involved in the daily management of hotel operations who would like to enhance their knowledge and experience of successfully running a hotel.

WHY SHOULD I TAKE PART?

This exciting classroom vs simulation training is ideal for those at Head of Department or senior management level seeking to gain a better understanding of strategic decision making in a familiar hotel environment and the subsequent impact of those decisions on financial performance. This practical training day involves training on hotel operations tactic and strategy in a classroom environment which is then followed by a simulated course which gives you scenarios based around application of business strategy, marketing and sales, finance, operations and people management.

Teams will work against each other on laptops to bring success to their virtual hotels. Decisions throughout the simulated business game have consequences on the success of your hotel business, providing you with instant feedback and learning on the importance of business strategy in the running of a hotel.

Please note that the simulation part of the course will be completed in teams of up to three people. Institutions can choose to either sign up in teams, or work in teams created on the day.

HOW WILL IT HELP ME?

The Business Simulation Game will develop your skills in the following areas:

- Developing strategic planning
- Understanding your financial results and KPI's
- Applying revenue management strategies to pricing
- Evaluating sales & marketing strategies
- Managing human resources
- Monitoring customer feedback

TESTIMONIAL:

"The trainer was easy to get along with and he made learning enjoyable". – Delegate from St Mary's University.

BUILDING SUCCESSFUL TEAMS



WHO IS THIS FOR?

Any delegates who work as part of a team that are seeking to enhance their input as a good team player. This is also a great course for team leaders who have the responsibility of creating a team ethos of excellence.

This is a great course for delegates to learn skills to take back to their institutions and implement within their own teams. However, it is also a great course for a whole team from one institution to complete together as part of a 'team building' day!

WHY SHOULD I TAKE PART?

Our best and most costly asset is our staff. Achieving a high level of staff engagement and team motivation requires not only good leadership skills but also giving staff ownership and understanding of the need to be successful and impact on bottom line. Participants will develop relational skills, self-knowledge and self-awareness on leadership style. They will discover a new approach to leadership, which is based on the capacity to build quality and trustworthy relationships with the end aim of building a winning team.

This is a highly interactive day focussing on the refreshing or acquiring leadership techniques. Participants will be given tangible actions that can be taken back and implemented in the workplace.

HOW WILL IT HELP ME?

- Learn what makes a good leader.
- Learn how to motivate individuals to willingly expend effort on a task.
- Develop a toolbox of motivational skills.
- Understand how to develop and influence others.
- Understand how to build a winning team
- Recognise and understand different team roles and their importance in effective team building.
- Learn how to lead groups to deliver objectives and outcomes
- Develop team commitment and the motivation and courage to move things forward
- Problem solving in teams

TRAINER:

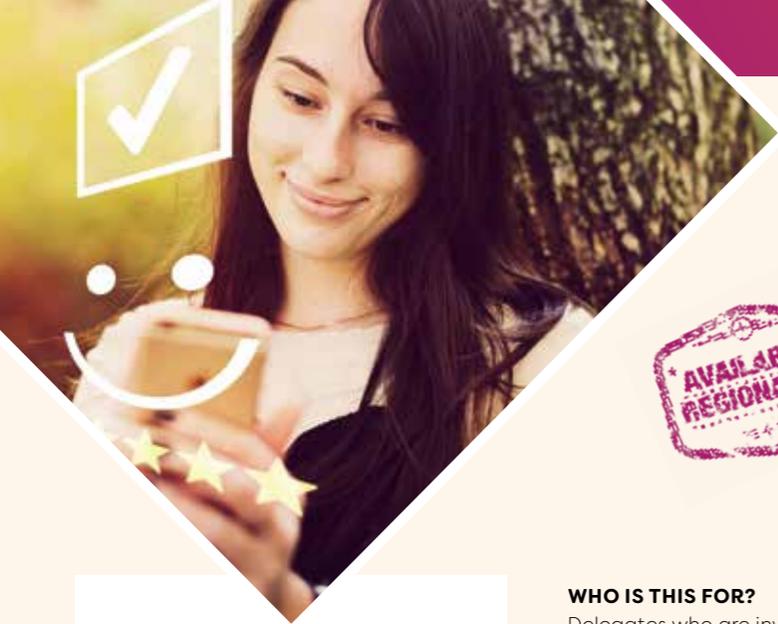
Gordon Robertson – Trainer profiles can be found on pages 70 & 71

AVAILABLE REGIONALLY

Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.



DELIVERING THE ULTIMATE CUSTOMER EXPERIENCE

TRAINER:

Gordon Robertson – Trainer profiles can be found on pages 70 & 71

AVAILABLE REGIONALLY

Please refer to our website for provisional training day timetables and the full TUCO Academy schedule.

HOW TO BOOK:

Details on how to book onto this event, plus full terms and conditions can be found on page 67.

WHO IS THIS FOR?

Delegates who are involved in customer facing roles and who are responsible for promoting and/or selling to Gen Z customers. Any TUCO member who is keen to enhance their customer service skillset.

WHY SHOULD I TAKE PART?

This course is designed to enable any customer facing staff member to confidently promote its business values and objectives in all transactions with customers. This course is ideal for front line service staff in food areas and bars, conference and sales staff and any administrative support staff dealing with customer enquiries.

HOW WILL IT HELP ME?

- Develop your customer service skills
- Learn how to build rapport and trust with customers
- Identify how to build empathy with your customer and assess their needs
- Know how to Improve individual and team commitment and motivation
- Understand the importance of things seen and unseen in delivering the ultimate experience.
- Improve your active selling skills to Gen Z by adopting strategies such as upselling, suggestive selling and linked selling

HOW TO BOOK: TERMS & CONDITIONS

Study Tours & Development Days T&C's

- Cancellations outside of 30 days prior to the event date will be subject to a charge of 50% of the total cost*
- Cancellations made 15-30 days prior to the event date will be subject to a charge of 70% of the total cost*
- Cancellations within 14 days of the event date will be subject to a charge of 100% of the total cost*
- * Non-refundable costs will be charged and these may exceed cancellation charges.
- TUCO events are run on limited availability. To ensure that we give every delegate equal opportunities to attend these, please do let us know as early as possible if you are aware that you cannot attend
- Please note that these cancellation policies are imposed by TUCO Ltd in order to cover the costs of your place on the event that will still be charged in the case of cancellations (transport and accommodation costs etc.)

Day Courses T&C's

- Cancellations outside of 21 days prior to the course may be made free of charge
- Cancellations made 8-21 days prior to the course will be subject to a charge of 50% of the course cost
- Cancellations within 7 days of the course will be subject to a charge of 100% of the course cost

Regional Courses T&C's

- Cancellations outside of 21 days prior to the regional course may be made free of charge
- Cancellations made 8-21 days prior to the regional course may be subject to a charge of 50% of the quoted trainer fee or minimum numbers cost.
- Cancellations within 7 days of the regional course may be subject to a charge of 100% of the quoted trainer fee or minimum numbers cost.

E-Learning T&C's

- Please note that once an E-Learning package has been set up for your institution, they are strictly non-refundable.

Master's Degree T&C's

- All terms and conditions for the master's degree are outlined in the application confirmation document.



Study Tours, Development Days & Day Courses:

To book onto an existing Academy event, please use the booking form on the event page on the TUCO website. You will receive an automated confirmation email plus an invoice from the finance team.

Joining Instructions: 1 week prior to the any Academy event, joining instructions (including itineraries, maps, directions and contact details) will be uploaded to your dashboard on the TUCO website.

Regional Courses: To host a regional course at your institution, please complete the Regional Course Enquiry Form which can be found on the TUCO website.

E-Learning: To use E-Learning you will need to register for an account via the TUCO website in the Academy section. Once registered, you can purchase credits for courses as required and allocate them to individual learners. Through your account, you can also make amendments to learner details, monitor course completion and pass rates to ensure your teams are on track, and much more. *Please note that once an E-Learning credits have been purchased they are strictly non-refundable however they are transferrable.*

Master's Degree: For information regarding applications for the master's degree, please consult LSBU's website. Prospective applicants will need to create a UCAS account and apply through the UCAS post graduate route. This information can be found in LSBU's website in the "how to apply section". If you need further information, please email academy@tuco.ac.uk

PRE-REGISTRATION BE THE FIRST TO KNOW ABOUT UPCOMING EVENTS



ANDREW DARGUE MASTERCLASSES

Andrew Dargue, owner of Vanilla Black, has worked with TUCO for several years delivering excellent development days to TUCO members. As an extension of this, Andrew will shortly be bringing his vegan dining brilliance into the TUCO member institution's kitchens to deliver bespoke, on-site visits to institutions whereby he will work alongside chefs, helping them to create vegan dishes and menus that can be delivered to students. This is a hands-on opportunity whereby chefs will work alongside Andrew during normal working hours, and all food produced during training will be on sale to the students, offering immediate feedback and results.



COMPLIANCE JAN 2020

Delegates will have the opportunity to look at supplier due diligence and the potential use that formal records and checklists of 2nd and 3rd party suppliers / factory visits could be incorporated in to working practices for procurement in general due diligence. There will be the possibility for delegates to network with like-minded colleagues and opportunities for discussion around supplier due diligence and ensuring the quality and integrity in the supply chain.



LYON FEB 2020

Lyon is the 'Food Capital of France, and the world!' It is surrounded by some of the finest raw materials in France and has become the hub for a variety of ingredients and top-quality regional products. Summer vegetables come from farms in Charolais, lake fish from Savoy, game from the Dombes, the best pork from Monts du Lyonnais, and spring fruits and vegetables from Drôme and Ardèche. Quality wines in Beaujolais and the Rhone Valley are readily available, not to mention the array of local cheeses. The lines between classic high-end and everyday food are being blurred. Consumers want quality food, precise cooking and well-sourced ingredients across all of their eating occasions and day parts and this tour will give delegates a perfect opportunity to experience the best ingredients in some of the world's finest restaurants.



FOOD TO GO APRIL 2020

After the success of the 2019 Food to Go Study Tour, the TUCO Academy will be re-visiting the opportunity for members to work with suppliers to gain an insight into market trends, understand customers spending pattern and how to merchandise to appeal to consumers. With this knowledge delegates will visit retail outlets to discuss the category management principles to maximise sales and reduce food waste. After feedback from 2019, the walking tour in London has been extended and a visit to the Sandwich and Snack show in Paris will be an optional part of the tour.



JAPAN MAY 2020

Japanese cuisine (washoku) offers an abundance of gastronomic delights with a boundless variety of regional and seasonal dishes. Restaurants in Japan range from mobile food stands to centuries old ryotei, atmospheric drinking places, seasonally erected terraces over rivers, cheap chain shops and unique theme restaurants. Delegates will experience two cities, Tokyo and Osaka. Tokyo is one of the world's most exciting dining destinations. The city features a wide range of both local and regional Japanese Cuisine in addition to all types of international fare. Its top restaurants have accrued more Michelin stars than both Paris and New York combined. University and supplier visits will also be included. The people of Osaka spend more on food than on anything else, and the term "kuidaore" ("eat until you drop") is used to describe the food culture here. At the same time, the locals have high expectations towards the quality of their cuisine, and restaurants have to maintain high standards or face closure.



PERU 2021

Modern Peruvian is referenced in the Culinary Congress Cuisine map as evidence of a trend setting food culture with influences from Spain, Africa, Asia, France, Italy and Britain. Peruvian cuisine is all about subtlety, texture and presentation of food. Most exciting offshoot trend is Peruvian - Japanese known as Nikkei - this is served predominantly in Lima, Peru because of the availability of fresh seafood (the main component of this cuisine). Virgilio Martinez - Executive Chef and ranked #4 in the World 50 Best List and #1 in Latin America's 50 Best Restaurants list is a fore runner in this cuisine and delegates will visit his restaurant in Lima. Virgilio is a co-founder of the gastronomy and culinary management career programme at the Universidad Peruana de Ciencias Aplicadas (UPC) which is a private university in Lima, Perú where delegates will be able to take part in a Masterclass.

TUCO Academy is constantly creating new and exciting study tours, development days and day courses, in line with member feedback, trends, research, learning and development needs and more. Below are just some of our potential upcoming study tours which are not quite ready yet. Places will be limited so get in quick; you can pre-register for free on any of the below events by emailing academy@tuc.ac.uk. A place on the provisional tour will then be held for you whilst the tour is finalised. When the tour is released for sale, you will have 7 days to either confirm or release your place, with no obligations. If we don't hear back from you after 7 days of the tour being released, your pre-registered place will then be released and offered on our website as usual.

Looking for something specific, or were you hoping to see something else listed on this page? Get in touch and let us know what we can offer your institution that would meet your learning and development needs, and we will see what we can do!

The TUCO Academy is proud to work with some of the best trainers in the UK who have experience from years of working in the catering and hospitality sector.

MEET THE TRAINERS



Debra Adams

Is Head of Professional Development at arena4finance. She is a leading practitioner in delivering courses to develop fundamental financial skills in the hotel and catering sector and is the author of the highly acclaimed text book 'Management Accounting for the Hospitality, Tourism and Leisure Industries. Additionally, Debra has been the Head of Professional Development at the Hospitality Professional Association (www.hospa.org) for over 10 years and was awarded the HOSPA Paragon Award in 2014 for her commitment to financial and revenue management education.



Jon Moon

Is a leading authority on document clarity. He's delivered in-house training at the IMF, the World Bank, JP Morgan, Barclays, the Home Office, the BBC, and many more (including many Universities and University organisations). Jon has travelled the globe teaching his incredibly established Report Writing Course, improving the way people write efficient and effective reports.



Gordon Robertson

Of GoDoBe Training is passionate about leadership and people. Gordon has worked with TUCO for several years and is a specialist in Investors in People training as well as "enabling people to unleash their genius". Gordon has established an excellent track record in helping people to grow and develop through; interaction, discussion, direction, visualisation and goal setting. Gordon offers training in leadership & management, and motivational speaking & team development.



Elaine Povey

Has over twenty years' experience in consultancy and training in the food industry in the UK and Australia. She has two degrees, one in Human Nutrition and the other in Environmental Health. She is a Registered Nutritionist, a member of the CIEH, a qualified teacher and an external examiner. Elaine is passionate about passing on her knowledge and motivating others in nutrition and food safety and has her own nutrition practice, Nutritionwise Ltd. Elaine can offer Allergen, Food Safety and Nutrition training courses.



At Elite Training, **Daniel Chee** and **Graeme Jones** deliver training for TUCO members covering management and personal development, sales and marketing and dealing with people. Their training offerings include; assertiveness, change management, coaching skills, customer service, diversity and equality, leadership, managing people and meetings, mentoring, presentation skills, problem solving, project management, stress, time management, telephone techniques, wellness, digital marketing, social media, conflict resolution, and dealing with difficult people. Daniel Chee has over 17 years' experience of learning and development delivery. His unique and engaging manner allows individuals to achieve their goals. Graeme Jones has key skills in the development of both front-line staff and front-line management. Graeme is an authorised Growth Accelerator Coach helping to develop the management teams of SMEs.



David Anthony

Has been a Visual Merchandiser for 30 years. David started his career in Australia and is now based in London. With a former background in fashion and homewares, David learnt the art of visual merchandising and styling in department stores and boutiques. David now freelances in the café, food and retail lifestyle sector as well as covering fashion and homeware brands. David works with companies to identify what is working and what isn't working and then develops spaces to capture target markets using visual merchandising.



Sarah McLoughlin

Has over twenty years' experience as a manager in the catering industry with McDonald's Restaurants Ltd. Following a secondment in their training department, Sarah spent 5 years supporting restaurants to run apprenticeships, eventually managing and assuring the quality of the National team of Assessors and IQAs in the UK for the company. After a year at a college as the Retail, Hospitality and Catering Engagement Manager, Sarah joined TUCO Ltd's TUCO Academy. Sarah also teaches the Allergen, Food Safety and Customer Service courses regionally.



TUCO E-LEARNING

Modern learning, delivered in your own time and environment using technology

The TUCO Academy continues to work with Upskill People, market leaders in hospitality E-Learning, to bring you fantastic online training for your team. Get great performance from your team with market leading online training for hospitality. Training and development are essential to keep your business safe, legal and delivering the best possible experience for your customers.

All online learning is endorsed by the Institute of Hospitality and maps in to Hospitality, Catering and Retail Apprenticeship standards.

The online modules can be accessed on any mobile device, PC or laptop at any time and can be completed at each delegate's own pace. Certificates are issued for each delegate that successfully complete courses.

HOW WILL IT HELP ME?

E-Learning can be incredibly beneficial for those managing busy workloads and schedules that still want to provide training for their teams:

- Attract and retain best talent
- Improve induction and onboarding
- Be confident you stay compliant and on the right side of the law
- Increase sales
- Improve customer service and loyalty
- Improve product knowledge
- Train your managers to get the best out of their team
- Reduce shrinkage and loss
- Support a new business initiative
- Drive new business growth and maintain consistency

- Improve your ratings and net promoter score
- Reduce travel and training costs
- Create a better learning culture.

TESTIMONIAL:

We chose to go with TUCO E-Learning over other packages on the market because of its focus on catering and hospitality. The E-Learning is presented with foodservice examples, whether in a kitchen, bar or restaurant, which helps to contextualise the information for our users.

The E-Learning offers us greater flexibility than face-to-face learning ever could. Given the number of University students alone we employ on a regular basis, it would not be feasible to conduct face-to-face training, nor would it be as comprehensive as the package we use. It eliminates a lot of the paperwork associated with training new members of staff as every user's information is stored online and is easily accessible, even after their accounts might have been deactivated to make way for new users.

It's not just our students who use E-Learning, though – everyone from our Catering Assistants to our Head Chef completes the same basic Compliance Package. The content provides a sound starting point for those starting out in hospitality and is a great refresher to those with more experience. The modules are comprehensive but don't feel too long because they are broken up with reading, videos, scenarios and multiple-choice quizzes. Of all the training we provide, our staff seem to have responded best to E-Learning! – Adam Settle – Liverpool Hope University.

HOW TO BOOK:

To use E-Learning you will need to register for an account via the TUCO website in the Academy section. Once registered, you can purchase credits for courses as required and assign them to individual learners. Through your account, you can also make amendments to learner details, monitor course completion and pass rates to ensure your teams are on track, and much more.

Full E-Learning terms and conditions can be found on page 67.

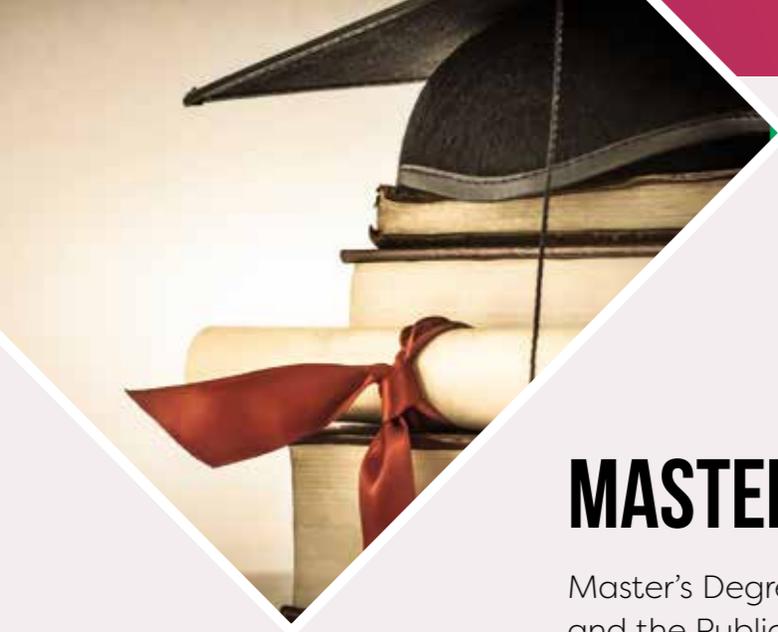


INTRODUCING TUCO STORE

A new way to get online learning that helps your people shine



Check it out for yourself:
tucostore.upskillpeople.com



MASTER'S DEGREE

Master's Degree in Hospitality Leadership in Universities and the Public Sector

TUCO Academy has collaborated with London South Bank University (LSBU) School of Law and Social Sciences to create and deliver a master's degree in Hospitality Leadership in Universities and the Public Sector. This unique post-graduate course, launched in the academic year 2018/19, consists of six modules plus a bespoke comparative study field trip. The programme is specifically aimed at people working within hospitality departments within Universities and aims to help them develop the skills to advance their careers, skills and knowledge. The dissertation can be carried out as a work-based project. TUCO Academy will offer access to resources, such as its commissioned research and mentoring to members whilst on the course. The lead academics are Professor Duncan Taylor and Dr Edward Isaacs.

A portion of the programme delivery is provided remotely through a series of 'live' lectures and tutorials which MA students will take part in using the virtual learning environment Moodle, with some face-to-face delivery at LSBU (e.g. the induction). This unique opportunity for remote delivery enables members to support their institution's operation, whilst taking advantage of this learning opportunity.

Bursaries toward the total cost of the master's for LSBU in association with TUCO are available for applicants through TUCO, and we strongly encourage everyone who plans to apply for the MA to also apply for the bursary. To complete the bursary application, you will need to have your personal and employment details, a business benefit statement, an employment referee, and the personal statement you have used or intend to use for the UCAS application. There is one bursary available per institution.

MODULES:

PRODUCT AND MARKET TRENDS AND DRIVERS

This module will develop the skills and knowledge to analyse a market and product development opportunities and to prepare documentation that can help convince others of an opportunity's viability. This will include the analysis of product positioning, market assessment, and business planning process to help turn ideas into business opportunities.

STRATEGY AND VISIONING

This module provides an in-depth exploration and analysis of the diverse theoretical

perspectives on strategic management and contextualises these in relation to hospitality within Universities and the public sector. This will involve an evaluation of the values and standards of institutions, their culture and their strategic visions to realise resilient business operations.

HOSPITALITY LEADERSHIP

This module focuses on the active, professional aspects of leadership studies within the hospitality industry in public organisations. It will examine the complex and continuously changing environment of Universities and the public sector hospitality by applying contemporary theoretical perspectives to achieving sustainable and transformational leadership.

MARKETING AND MERCHANDISING

This module focuses on understanding consumers, communicating with them and developing loyal relationships with them. Consequently, this module is about marketing strategy and planning in both theory and practice within public services. It will explore how public organisations that utilise hospitality address key marketing challenges posed by an increasingly competitive environment.

SUSTAINABLE DESIGN AND OPERATION

This module seeks to examine the principles that enable hospitality operations to deliver sustainability within constraints which that business operates within. This includes, delivering the customer experience whilst contributing to the wider well-being agendas of their organisations including work-life balance, sustainable wage levels and reflecting social/business trends.

COMPARATIVE STUDY

This is a residential field study-based module that enables the student to make comparative assessments between working practices in their own establishment with those that exhibit good practice either within the UK public services or wider afield. Providing a platform upon which the student can discern between different operations and procedures to help them improve the offerings within their own organisation.

HOSPITALITY CONSULTANCY PROJECT

(Bespoke Comparative Study Field Trip)
This project will give students the opportunity to undertake a piece of primary research and analysis based on the learning received throughout their programme and to enable them to manage their own learning under the guidance of a tutor. Students may choose their own topic within their field of interest or expertise which will demonstrate originality and offer a worthwhile contribution to both the existing "body of knowledge" and to their employer organisation.

ENTRY REQUIREMENTS

A 2 (ii) or above Bachelor's Degree or a minimum of five years' experience of working in hospitality, or hospitality related organisations.

HOW TO APPLY:

Details on how to apply for the master's degree can be found on page 67.

TASTER DAYS

Taster days for interested potential students are available. The first of which will be held on 11 October 2019 and the following on the 16 of October 2020. On these days, delegates will be given a tour of the campus and the opportunity to speak to lecturers including lead lecturer Dr Edward Isaacs. You'll also have an opportunity to discuss the application process through UCAS and for the TUCO bursary.

TESTIMONIALS:

"Having skipped Academia in my early years my training was all practical cookery skills and then, taking myself off abroad, to learn more. Now Catering Manager at Darwin College at the University of Cambridge, the opportunity to learn the theory and the mechanisms behind all the work that University catering managers do seemed too good to miss. Especially as the course has been specifically designed for University Hospitality Leaders and those working in the Public sector." - Ivan Higney, Catering Manager at Darwin College Cambridge and student of the master's degree

Both Dr. Isaacs team and the TUCO team explained the course and the new application of Skype type lectures for distance learning and the amount of time to be spent at London South Bank University. It sounded, not only a very interesting and relevant course for anyone in Hospitality, but a course that could be achieved through the combination of distance learning and attending lectures in person whilst still running the College Catering and Events.

Five months later and having now completed the first segment of the course, I can say that the course content and teaching are excellent and relevant to my work in Cambridge. I'm learning why certain projects I have implemented in the past have worked, and why some haven't. The theory, discussions and reading are all relevant to my work in Hospitality. Yes, the work is daunting at times - having to write a 5000-word essay with full academic referencing is not an easy task - but it's incredibly rewarding. With the support from the great staff at LSBU, I am progressing and enjoying the different aspects of the master's, learning great, new skills.

I have to mention the wonderful group that are the first master's degree cohort. We all work in similar roles but could not be more diverse as each University represented has their own goals and different areas of expertise. This means we have a vast and varied pool of experiences which we can share and relate to each other and is a great supportive network.

If you get the chance to apply for the master's, do it. Be prepared for hard work, sure, but it is very rewarding, and the chance to learn some very high-level management tools for you to put into your workplaces, to benefit your staff, students and careers."

"The distinctiveness of this programme is that all students have an excellent baseline knowledge of the hospitality industry and this allows the teaching team to ask students to reflect, challenge and develop ideas around issues such as leadership, strategy, product development and marketing. The programme is also being delivered using videoconferencing which has proven to be an innovative way to deliver the teaching and alleviated the burden of students having to come to London South Bank University for some of the sessions." - Dr Edward M Issacs, PhD, MA, BA (Hons), FHEA, Course Director Tourism and Hospitality Management and Lead Lecturer on the master's degree



TUCO COMPETITIONS

As part of the TUCO Academy, TUCO Competitions is an annual skills event which showcases and celebrates the talents of delegates within TUCO member institutions. The TUCO competitions, which take place over two days in the spring of each year included competitions in the following categories.

“Winners of the Barista Competitions are often those who have attended the Barista Study Tour, which showcases how effective the intensive training in Italy is. Examples are: Dana Maria-Danut in 2017 and Flavia Zago in 2019”

Bar Competitions – Within a set time limit, competitors are to create a signature cocktail, a 90-second cocktail and then a time challenge to create as many gin & tonic serves as possible in one minute.

Barista Challenge – Competitors will compete in a live 15-minute competition to produce four espressos, four cappuccinos and four espresso-based, non-alcoholic speciality drinks.

Chef’s Challenge – A team of two chefs cook a fine dining three-course meal for two covers. The competition is open to all levels and is an opportunity to demonstrate teamwork, skills and talent.

Cook and Serve Challenge
– Teams will prepare, cook and serve a four-course meal for six covers, two covers presented to the judges and four covers served to diners at a laid table.

Grab and Go Challenge – The Grab & Go Challenge is to deliver two plates of a hot savoury dish using a bread or dough-based carrier along with two plates of an allergy free dessert.

Photography Challenge
– The challenge for this competition is to capture the student experience in still images. Consisting of an off-site shoot followed by two live on-site shoots.

Salon Culinaire – including Afternoon Tea, Coffee Shop Style Sponge Cake, Cookie Challenge, Novelty Decorated Cake, Novelty Themed Cake, Restaurant Plated Dessert, Tray Bake.

Who is this for?

Anyone from any member institution can take part in the TUCO competitions and can enter in as many categories as they would like to for one set cost. The event isn’t only for competitors, as it also acts as a fantastic opportunity for any institution looking to meet people in similar roles from different institutions and to gain innovative ideas from competitors showcasing their creative and on trend creations.

The TUCO Competitions event also includes exhibition areas over both days, where delegates – whether competing or not - can meet and network with TUCO suppliers as well as sample their amazing products. Any institution who is considering competing in the future is encouraged to attend the event to get a feel for the standards that have been set. It’s also useful for delegates who may be nervous about competing in the future, to see the level of entrants and to experience first-hand the friendly, laid-back atmosphere. Finally, it’s a fantastic opportunity to meet the TUCO board, chairs and employees in a relaxed setting.

Event Schedule Example:

Please note that delegates can choose to attend all or parts of the event and the cost will vary accordingly.

Day 1:

- Registration
- Full day of competitions
- Lunch and refreshments provided by the exhibiting suppliers
- Opportunities to watch competitions and visit the supplier exhibitions
- Themed Night Dinner with Entertainment – including open bar
- Overnight at on-site, modern campus accommodation

Day 2:

- Full day of competitions
- Lunch and refreshments provided by the exhibiting suppliers
- Opportunities to watch competitions and visit the supplier exhibitions
- Gala Dinner and Award Ceremony – open bar
- Overnight at on-site, modern campus accommodation

Day 3:

- Check-Out and Departures

How to Book

Further details can be found at www.tuco.ac.uk/learn/competitions. If you would like to register your attendance for the next TUCO Competitions event, please contact Jamie@h2opublishing.co.uk

How TUCO Academy events can help you with TUCO Competitions:

Delegates from University of Aberdeen and University of Chester both took home awards from the Chefs Challenge, winning Gold and Best Menu, had both attended the Inspiration from Barcelona Study Tour earlier that year. Chris tells us, “Attending the study tour in Barcelona really invigorated my thirst for knowledge all over again. It was so pleasant to see how the Catalan region really appreciate what they cook and serve from the family home to restaurants. It inspired me to bring back different ideas and really appreciate what we do in our careers. The competitions came at a really great time as I was so excited to put my new ideas to the plate and thankfully, we came away with some awards. Thanks to Sam and all the team at the academy”



THE TUCO BUSINESS DEVELOPMENT TEAM

Not sure if you are getting the most out of your TUCO membership? The TUCO Business Development team are here to help you. Upon request, the team can arrange to visit your institution to meet with you at a time and date convenient with yourself whereby they will be able to provide an analysis of your institution on all levels including learning and development and contracting. The team will assess your needs and specific targets and suggest the best next steps for you. Depending on your independent and departmental targets and objectives, the Business Development team will then be able to provide cost and time effective solutions for your consideration and work with you wherever required to ensure that you maintain a healthy and rewarding relationship with TUCO and your suppliers. This service is offered to TUCO members completely free of charge. For more information please email info@tuco.ac.uk

“Since starting with TUCO in November 2018, the BDM team have visited members across the country to ensure that they are getting all the benefits and value they can from their membership. Mark and I will be continuing with this to ensure we get to speak to all members and make sure we know each one personally. By understanding what makes them and their operation tick, I have been able to provide insight on all of the services and opportunities afforded to them by being a TUCO member. Whilst every institution is unique, the underlying and recurring theme is cost savings and value for money, which is why the main topic of discussion is and will continue to be how to drive savings via mini-competitions of our frameworks while still maintaining a quality service provision. We are also up to date on all TUCO Academy offerings and can suggest the most beneficial learning and development for you based on your requirements”

Brian Jones, Head of Business Development

WINTER CONFERENCE

TUCO Winter Conference is a free annual event that gives TUCO members the opportunity to get together before Christmas to pick up some valuable insight ready to implement in the New Year. The Winter Conference is a one and a half-day event which takes place at a different member institution each year. It is a speaker-based conference which follows a relevant theme to the year ahead. The theme for 2019 is ‘Sustainable Success’. In 2018 it was ‘Forks in the Road’ (considering the potential effects of Brexit), and the theme for 2017 was ‘Ethics for Success’. Speakers presenting to members and taking part in panel discussions consist of well-known industry professionals and leaders in their field.

Event Schedule Example:

Please note that delegates can choose to attend the conference only or add additional parts to their package such as dinner, accommodation and the study tour, which will incur subsidised costs.

Day 1:

- Welcome drinks reception
- Dinner

Day 2:

- Full day Conference including lunch
- Departures
- Study Tour Commences (evening).

Winter Conference Study Tour

Details of the 2019 Winter Conference Study Tour can be found in the Study Tour section of this booklet on page 29. Following the success of the inaugural TUCO Winter Conference Study Tour in Belfast, the TUCO Academy will be holding a Study Tour in the host universities city after the conference. The study tour will include visits to the local institutions, insights to upcoming trends in Catering and delve deeper into the theme covered during the conference.

TUCO Annual Conference

TUCO also hosts a TUCO annual conference which is a 3-day event offering members an opportunity to network with showcasing suppliers and other TUCO members, as well as attend on-trend presentations and explore another institution. For further details and to make a booking, please visit www.tuco.ac.uk/learn/conference



How to Book

Further details including the booking form, can be found at www.tuco.ac.uk/learn/winter-conference. If you would like to register your attendance for the next TUCO Winter Conference, please email academy@tuco.ac.uk who will be able to redirect you to the online booking form for the conference and study tour and provide you with further details.



OFFERING A BUSINESS CASE FOR TRAINING

Institutions now more than ever recognise the benefit of investing in employee training. TUCO Academy activities (day courses, development days and study tours) contribute to the professional and personal development of delegates and also adds benefit to the institution as well.

Convincing decision-makers to responsibly authorise a financial investment in learning and development may require an employee to submit a business case to gain authorisation.

In this instance, making a successful business case for training is based around evidencing three aspects:

- 1. Profitability**
- 2. Productivity**
- 3. High employee engagement**

As well as the following considerations:

Consider the dates

- Is your institution busy during this period or are there any important conflicting dates? Delegates are more likely to be able to attend an event outside of work during quieter periods or if they can guarantee that their absence won't negatively impact their department.

Consider the learning outcomes and aims of the event:

- How do these aims reflect your own daily targets within your role? What will you be able to take back to your institution following the successful completion of your learning and development that will positively benefit the way that you work?
- Really break down the itinerary, considering how each element of each visit will be beneficial for you and your institution.

What about the cost?

- Who will pay for this event? Your institution or yourself? Does your institution have the budget to cover the full cost of this?

Present the benefits of the event:

- Research each element of the event, understanding the visits, speakers, and suppliers that you will encounter and what this means for your learning and development. Consider each item separately rather than just as a whole
- Benefits of attending the event may include, but will not be limited to:
 - Networking with likeminded delegates, suppliers, and owners to see how others might be doing the same thing as you but differently.
 - Helping you to achieve personal development goals set for you at your institution by your manager
 - Keeping up to date with new, student focussed trends that can be successfully incorporated at your own institution
 - The cost value of the knowledge and ideas you will bring back to your institution vs the cost to attend.



Put together a proposal document to best-present your request:

- Your institution may have a document in place for such requests. Alternatively, you may wish to put a case together using your own template. For well-presented reports that help you present convincing and clear proposals, TUCO recommends Jon Moon's 'WIT', which he covers in his Day Course, 'Report Writing'. Free downloads of document templates are available on his website: www.jmoon.co.uk/downloads_access.cfm.
- Your document should clearly state the full details of the event. You should aim to include a provisional itinerary, what the cost includes/does not include, the learning objectives, benefits to your own development, and to your team and department's development.

Contact the Academy Team

- The Academy Team are always at hand to provide you with any information that you may need to help you put together your case for attendance.

Be prepared for a Q&A

- Finally, you should expect your manager to have lots of questions about the event you would like to attend and your reasons for attending. Be prepared to answer these as best as you can, by anticipating any questions in advance and practicing how you might answer them.



HAVE WE MISSED ANYTHING?

The TUCO Academy is a branch of TUCO Ltd which has been created to tailor exactly to TUCO members' Learning & Development needs, offering opportunities to all university staff across the departments.

If the course or experience you're looking for isn't found in this prospectus, we always welcome new ideas. Please let us know and we will be able to look into sourcing further training for you.

What we've done following feedback:

TUCO members are at the forefront of everything that the TUCO Academy does; here is how we responded to the results of some of our feedback over the last year:

- **Introduction of Regional Courses:** Allergens, Food Safety (including Level 4 refreshers) and Customer Service
- **Development of new courses for wider roles:** Merchandising, Marketing, Menu Engineering, Social Media, Personal Licence
- **University Tours:** More opportunities to visit other members
- **Chef skills:** More practical sessions including for Vegan and Street Food
- **Flexibility in Study Tours:** If there are parts of the Tour members cannot attend, we will work to adapt to your needs and adjust the price accordingly

If you'd like to have your say, make any suggestions for future events, put your own institution forward to host an event or have any feedback that you would like us to take on board, please contact us at academy@tuc.ac.uk. You can also call us on 0161 713 3420.



TUCO

ACADEMY

academy@tuco.ac.uk
#TUCOAcademy