



Mitchells and Butlers

Students name:

Business location I'm spending the time in:

Business phone number:

Mangers name

Buddies name:

Start date:

Welcome to

Mitchells & Butlers



First off can we thank you for requesting to spend some time with us we are really looking forward to getting to know you and having the opportunity to showing off our company.

During your time with us, it's going to be busy, you'll be...

- Talking to people to find out what they do and how they got there,
- Exploring the place of work and find out what happens where,
- Reflecting on the type of person you are and what types of work would suit you.

Don't worry you won't be left alone, you'll have a mentor to guide you through all the activities and help you day to day.

Plan for the week

Day 1

Getting to know us

Day's 2,3,4

Research activities

Day 4

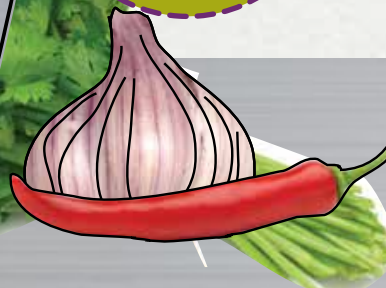
Project presentation, feedback and reflections



our aim for the week

Is for you to get to know us as a company and as a team, though completing a number of practical activities designed to give understanding about our industry. Towards the end of your time with us we ask you complete a short project to show us what you have learnt. Though completing your activities and project our team will also be assessing how you intact in a work setting and will provide you with feedback at the end of the week on areas you are great at and areas that you may want to improve. Most importantly of all our aim is for you to have fun and feel part of our team.

In this pack you will find top tips in these boxes



Objectives

Ours

- For you to learn about our industry and job opportunities in it
- To feel part of the team
- To understand better how behaviours determine success in work

Yours



Expectations

Ours

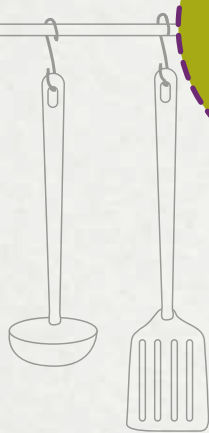
- To see good attendance and time keeping
- Be Interested and enthusiastic
- Be polite, respectful to guests and team members
- Keep yourself safe and do not use equipment unless instructed to do so
- Be willing to learn and be good humoured

Yours



So here's what you'll be doing today...

- X Meet the team
- X Take a tour of the building (including whose bits the public don't see)
- X Safety briefing (Sorry but we need to do this bit)
- X Find out a bit about Michells and Butlers and what's important to us
- X Find out a bit about a senior team member
- X Do the quiz
- X Plan the rest of the week
- X Review how the day has gone



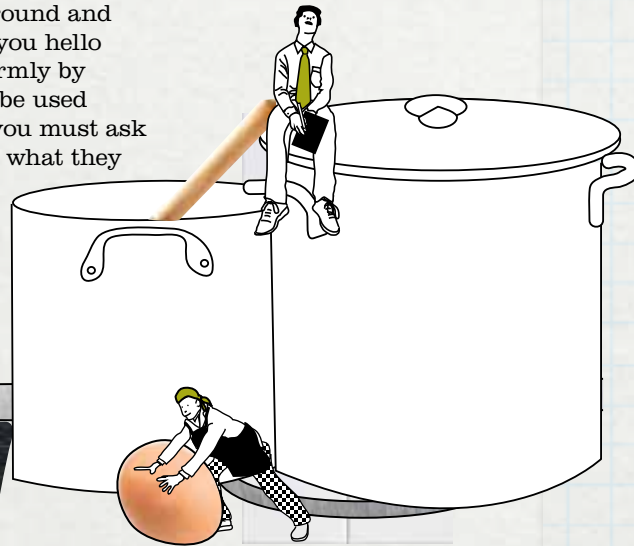
Look at the quiz now so you can gather the answers through the day

Activity 1

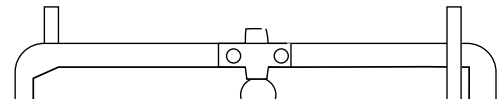
Meet the team

Your Manager / mentor will now take you around and introduce you to the team. Make sure when you hello that you look them in the eye, shake them firmly by the hand and tell them the name you like to be used (remember to speak up). As you go around you must ask each team member what their job title is and what they and to, either:

- X Show you their job in a mine (actions only, no words allowed)
- X Tell you a clean joke
- X Show you their party trick



Make a note of these you may need they later



Activity 2

Tour the building

Your mentor will now show you around our business including all those bits the public do not see. To help you find your way around through the rest of the week we would like you to draw a site map below, it should include:

A floor plan, Bar Areas, Garden Areas, Fire Exits, Kitchen IN / OUT doors, Host stations, Toilets, Fire Extinguishers, coffee machines, cellar entrance, team rooms, tables (inc. Table numbers), Managers office.

Activity 3

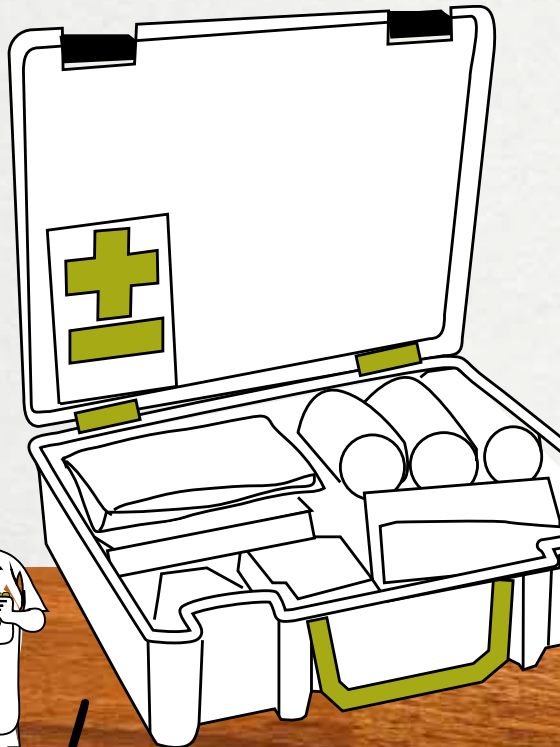
Safety comes first!

Your safety, wellbeing and conduct are all very important to us.

Your mentor will now give a short safety briefing and carry out a risk assessment with you.

Things to remember...

- If you spill something, you must clear it up or report it to the nearest team member
- Do not use any equipment that you have not been shown how to use
- Report all accidents to the nearest team member
- If a fire alarm sounds, you will need to evacuate the building. Follow your nearest team member to the closest exit.
- If you are unsure or worried about anything please tell a team member straight away.



Activity 4

Good conduct in work

Talk through with Kitchen team, Guest team and managers what is appropriate conduct for their roles, how do these differ and what is similar, and what are the implication to having poor conduct

	Kitchen	Service	Managers
General conduct Language Way to act Professionalism			
Dress Code Why do we dress this way			
Time keeping Start / Finish Way is it important			

Your conduct..

If you fail to turn up or are late for work we will contact your school.

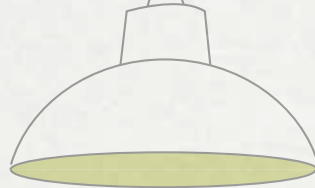
Constant disruptive behaviour will result in your time with us being cut short and a full report will be sent to your school, parent or guardian.

Activity 5

The Career path Interview

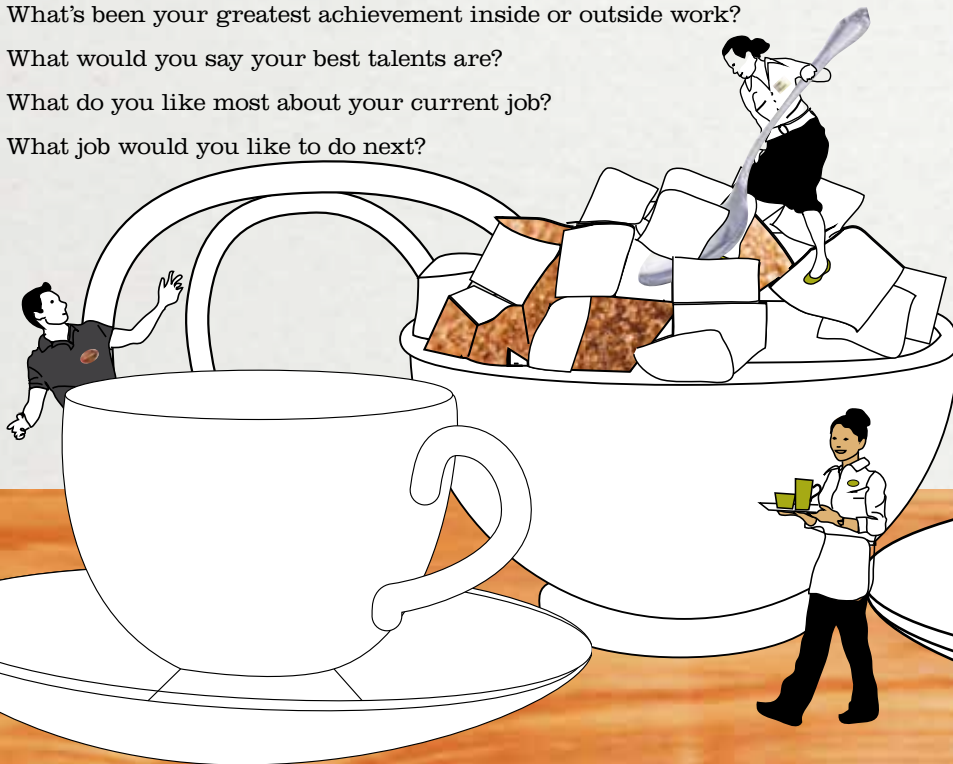
This is your chance to find out a little more about a senior team member and how they got to where they are now. Using the questions below as a guide but if you think of other please ask away. This activity should last around 1h 30m so grab a drink and make yourselves comfortable.

- What school or college did you go to and what were your best and worst subjects?
- What do you remember most about school or college?
- When you were at school or college what job did you really want to do?
- What was your first job?, Why did you leave?
- What jobs did you do from then on?
- What was your 'lucky break'?
- Who would you thank for giving you that break?
- If you could give yourself any advice, as a 16 year old what would it be?
- What was your Nickname in school?
- What's been your greatest achievement inside or outside work?
- What would you say your best talents are?
- What do you like most about your current job?
- What job would you like to do next?



Activity 6

Draw a career tree for all the roles in the business you're in, include job titles and team members names where possible.



Mitchells and Butlers

We're the largest operator of restaurants, pubs and bars in the UK, providing a wide choice of eating and drinking-out experiences through our well known brands and delivering great service, quality and value for money to our guests.

If you're looking for a drink or a bite to eat you'll find a Mitchells & Butlers brand that's perfect for you. We operate around 1,600 restaurants

and pubs, employing over 40,000 team members and managers from all over the UK and work hard each day to offer our customers a great choice of quality food and drink, fast and friendly service and excellent value for money. Our success is based on over 100 year's experience of innovation, listening to customer feedback and ensuring our passionate staff are the best trained in the industry.

So which of our Brands have you heard of or eaten in...



Next time you're out and about see how many of our brands are on your door step

Did you know: We serve around 125 million meals and 435 million drinks a year!

What do we stand for..

Our vision, our priorities and our values



Now ask your team about the brand your working in

- What's the history behind the brand?
- Who are target users?
- How many meals did the business serve last week?
- How much money did you take on Christmas day?
- How does PRIDE show in the business on a day to day?

Time for a quiz.

This is your chance to find out a little more about us. You will be given loads of information during your first day and this is where you can show us how much you've learnt already!

Ask the team if you get stuck

What is the name of the Business your in?



What's your Mentors name?



What's the General manager's name?



Where should you leave your coat and bag?



Where is the fire assembly point?



Who should you speck to if you have an accident?



Name 7 of our brilliant brands?



What does 'PRIDE' stand for?

P
R
I
D
E

What would you find in 'Our Hub'?



How many managed Business do Mitchell's and Butlers run?



How many guests did we serve in the restaurant last week?



How many people work in the restaurant?



What and where is the RSC?



What offers / specials are we currently offering?



What are our open hours?



What is the best seller on the current menu?



Plan for day 2, 3 and 4

Over the next few days we would like you to research design and cost a product or service for our business aimed at a guest like you.

To help you to achieve this, we will provide a number of activities you can choose to do that will support your research and provide a better understanding of our business and type of careers in it. These activities have been split in to:

Working with Food	1	Ingredients
	2	Cooking
Working with Guest	3	Guest Service
	4	Marketing / Promotions
Working in a team	5	Team / Labour
	6	Behaviours
Presentation	7	Project

Final Project

Using the research you have gathered through your week with ask you complete the project form and be prepared to present your ideas to the team you have been working with. You will be required to come up with a dish name, description, a picture of how you think it should look, give details to why you have chosen this dish and who it will appeal to. We also want you to cost your dish including ingredients and labour. Finally we want to know how you think we should market and serve your dish.

We will also take a copy of your proposal to pass on to the team who design our menus and if you dish is used we you will win a meal for you and your family and a copy of the menu with your name on it.

○		○
4 x burgers 3 x chips 1 x fish and chips		2 x burgers 2 x soup
15		17



Your name	
Business you visited	
Date you visited us	

Name of your dish	
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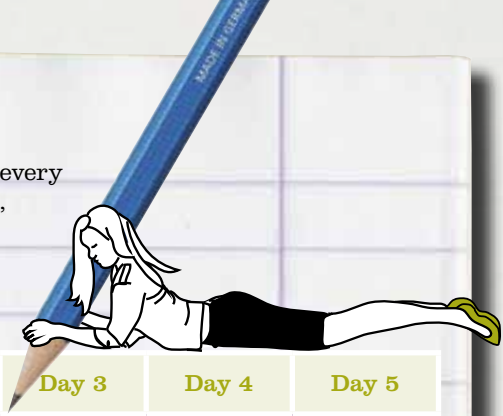
Description	Ingredients	Cost
	Total	

Picture (hand sketch is fine)	Labour	Cost	Hour	Total
	Head chef			
	Sous chef			
	Chef			
	Porter			
		Total		

Why have you chosen this dish you visited us	How would you serve and market your dish

Plan -Do - Review

At Mitchells and Butlers at the start of every meeting we include an element of P-D-R, where we 'Plan' what we want to cover, 'Do' it and 'Review' how we feel we met the plan(or not) . We would like you adopt this same approach as well.



	Day 1	Day 2	Day 3	Day 4	Day 5
Plan					
Start Time					
Planned Activities					
Who do I need to work with?					
Finish time					
Do					
Review					
How did you feel the day went?					

Final Day

First off it time to finish off your project and present it to the senior team member.

Take the 'working in a team' quiz on the BIYP portal

Review Aims, Objectives, Expectations and PDR for the week. This should be a general chat with a view of providing us with some feedback to make the programme better in the future.

Now log on to the BIYP portal (placements section) and complete together the Learner and Managers questionnaires. This is an opportunity for you to reflect on your week and for the manger to provide feedback on areas you were great and areas you may wish to develop further.

Whilst your there check to see if your strengths and career journey has changed at all.

Also review the Mitchells and Butlers pages and follow the link to MAB Careers and Jobs site, showing where team member vacancies and Apprenticeships are shown.

Finally if you have successfully completed everything
.....then the manager can now award you with your Certificate!

**Can we thank you again for being brilliant this week
and we look forward to seeing you again soon**



Don't forget usKeep up to date by coming to our website at
MAB Careers and jobs.com and following our updates