

## PRESS RELEASE – JUNE 2024

### Training for a safer workplace in pubs, restaurants & bars – new training product is finalist at the Winchester business excellence awards for innovation.

*Winchester BID - May 2024, Business Excellence Awards – Technology & Innovation*

The FSA estimates 2.4 million of food poisoning cases each year, pubs must be alert to food safety, and in addition to excellent service- be vigilant for their customers safety to: deterring underage drinking, use of drugs, avoid drunken behaviour and be alert to drink spiking.

Failure in this duty of care can be catastrophic- if staff fall foul of the law or regulations then significant fines can be imposed- or at worst the loss of their business!!



The Little Pub Group recognising these risks, needed an improved online solution suitable for a small business that was simple and pragmatic.

So it began, working with people they knew in HR came up with a new online learning tool to meet their needs, then over 12 months all new and existing staff (totalling nearly a 100) went through the training.

Staff were engaged and feedback noted, for the business they now had certified training records to prove their staff had undergone training on essential subjects of safety at work and customer care.

*“It was an excellent reminder and refresher with a good feeling to know I am up to date, it also brought us together as a team as everyone was learning at the same time, it encouraged conversations we would never normally have and share ideas or support if someone was struggling.*

*Pleased to see newer/younger staff looking and acting more confident.”*

Millie, Bar supervisor, Mucky Duck, Winchester

This pub, the Mucky Duck, also got extra recognition for the staff training from their assessor for the Best Bar None scheme said:

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*I was so impressed with the system and its various functions for creating staff training modules, tracking staff progress and prompting users to complete or refresh certain topics.*

*This is by far one of the better systems I have seen in a licensed premises and was fully deserving of extra credit in the venue's Best Bar None assessment in 2023."*

This local initiative success creates a new business.

Philip Gowan, Director and Co-Founder of Induction Essentials said;

"It was clear to us that the work we had done meets the needs of 1,000s of businesses in hospitality and retail that sell or serve food and drink. Which is why we created the company and have added courses for cafes, food specialists and convenience stores."

Despite these difficult and challenging times in hospitality it is great to see a local initiative that is not only of benefit to this business – but can also be shared across hospitality and retail.

It clearly had an impact on the judges of Winchester BID (Business Improvement District) when shortlisted as a finalist out of nearly 300 local entries

Celebrated at Winchester College; Ali Longhurst- King Alfred, Winchester, Philip Gowan, Induction Essentials, Imogen – The Plough, Sparsholt, Hampshire and Hiren Patel, Business Analyst.

There are 1,000s of staff who will benefit from this affordable and practical learning that does not exist at the moment in this unique way.

Ultimately the real winner is the public.



Press Enquiries: Philip Gowan, Director

Email: [philip@wimpoledigital.com](mailto:philip@wimpoledigital.com)

Mobile: 0792 131 5420

Website: [www.inductionessentials.com](http://www.inductionessentials.com)