5Mins.ai

Hospitality Training

Content Library





Achieve 100% Compliance in ⅓ of the Time

Stay ahead of regulatory demands with our CPD and RoSPA-accredited compliance training.

At 5Mins.ai, we make compliance effortless, fast, and engaging.

Achieve 100% Compliance in ⅓ of the Time
Thanks to microlearning, your team learns faster and retains more.

Aligned with the Latest Regulations
Always up-to-date with current government and industry standards.

Real-Time Monitoring
Assign courses, track progress, and send automated reminders with ease.

Engaging and Effective
Boost engagement by 6-10x with gamification and interactive content.

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1. Hospitality Essentials

Sector training for hotels, restaurants, pubs, bars, venues, and every shift in between.

Hospitality teams change fast, and every new starter needs the basics before their first shift. These courses cover food safety from Level 1 to Level 3, HACCP, and food allergies, plus licensing in England, Wales, and Scotland and the responsible sale of alcohol. Service skills courses build guest-facing confidence, from front office and F&B essentials to wine knowledge and upselling. Short microlessons fit around shifts on any phone, so your people learn the standard and every site can show it.

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Hospitality Essentials

1. Food Safety & Hygiene

Handle, store, and serve food safely, from allergens to HACCP.

- Food Allergies (EU)
- Food Allergies (UK)
- Food Safety Level 1 (EU)
- Food Safety Level 1 (UK)
- Food Safety Level 2 (EU)
- Food Safety Level 2 (UK)
- Food Safety Level 3 (UK)
- HACCP Level 1 (UK)
- HACCP Level 2 (UK)
- HACCP Level 3 (UK)
- Sharp Object Handling in Hospitality
- Working in a Kitchen (UK)

2. Licensing & Alcohol

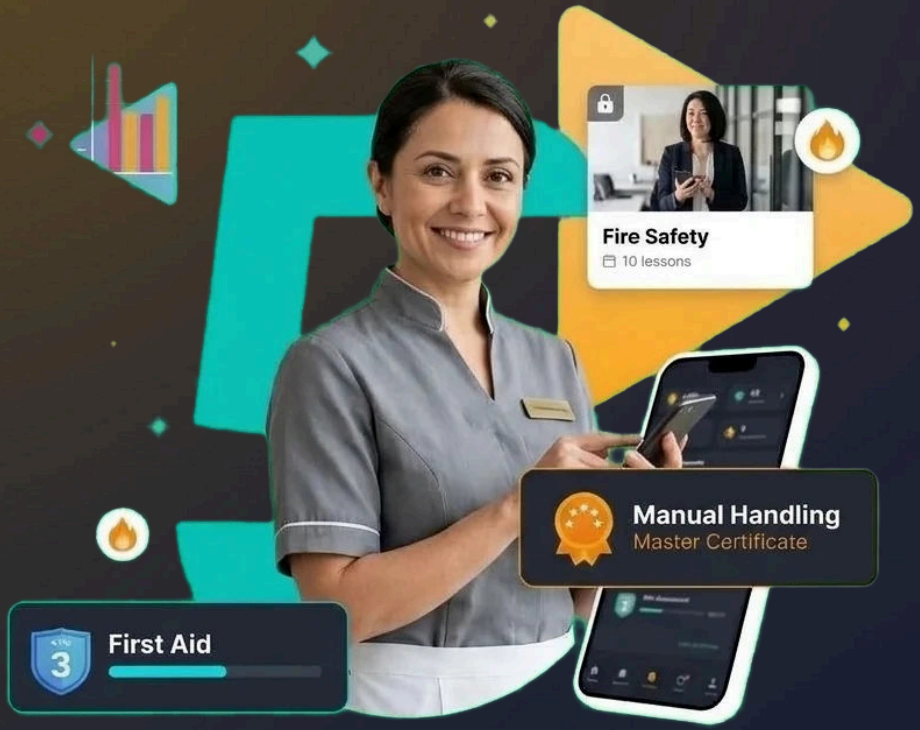
Sell alcohol responsibly and meet your licensing duties.

- Licensing (England & Wales)
- Licensing (Scotland)
- Responsible Sale of Alcohol (UK)

3. Hospitality Service Skills

Deliver standout guest service, from front office to F&B.

- Communication Essentials in Hospitality
- Cultural Awareness in Hospitality
- Hospitality How-tos: F&B Essentials
- Hospitality How-tos: Front Office Essentials
- Hospitality How-tos: Wine Knowledge
- Hospitality Revenue Management for Non-Revenue Managers
- Mastering the Details in Hospitality
- Receiving and Implementing Feedback in Hospitality
- The Art of Upselling in Hospitality



2. Health, Safety & Wellbeing

Keep every kitchen, bar, and front-of-house team safe, healthy, and ready for the unexpected.

Busy kitchens, crowded venues, and late shifts bring real risks. These courses help your people spot hazards early and respond with confidence, from fire safety, first aid, and risk assessment to manual handling, COSHH, slips, trips and falls, legionella, and pest control. Venue teams also learn counter-terrorism awareness and venue security under Martyn's Law. Wellbeing courses cover mental health, drug awareness, and workplace violence, so managers can support teams who work long, demanding hours.

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Health, Safety & Wellbeing

1. Health & Safety Essentials

Build safe working habits on every shift, at every site.

- Accident Reporting (UK)
- Behavioural Safety (UK)
- Display Screen Equipment (Global)
- Display Screen Equipment (UK)
- Health & Safety Essentials (EU)
- Health & Safety Essentials (Global)
- Health & Safety: The Workplace (UK)
- Health and Safety Essentials (UK)
- Health and Safety Level 1 (UK)
- Health and Safety Level 2 (UK)
- Health and Safety Level 3 (UK)
- Lone Working (UK)
- Risk Assessment (UK)
- Slips, Trips & Falls (UK)

2. Fire, First Aid & Emergencies

Respond calmly and correctly when an emergency happens.

- Counter-Terrorism (UK)
- Critical Incident Management (UK)
- Emergency First Aid at Work (UK)
- Fire Safety (Global)
- Fire Safety (UK)
- Fire Wardens (Global)
- Fire Wardens (UK)
- First Aid (UK)
- Martyn's Law and Venue Security (UK)

3. Workplace Hazards & Equipment

Handle loads and equipment safely to prevent injuries.

- COSHH (UK)
- Legionella Awareness (UK)
- Manual Handling (EU)
- Manual Handling (UK)
- Pest Control (UK)

4. Wellbeing & Mental Health

Support mental health for employees and managers.

- Drug Awareness (UK)
- Mental Health Awareness for Employees (UK)
- Mental Health Awareness for Managers (UK)
- Mental Health First Aid (UK)
- Workplace Violence & Wellbeing (UK)



3. Core Compliance

The foundational compliance every team member needs, from head office to the hotel floor.

These global courses build the everyday compliance habits that guests, partners, and regulators expect from everyone, not just head office. Coverage spans cybersecurity, data privacy, and GDPR, anti-bribery and corruption, fraud awareness, conflicts of interest, gifts and hospitality, and modern slavery, alongside harassment prevention, equality, and inclusion. Each microlesson uses real-world scenarios to turn policy into practical decisions, helping your people protect guest data, spot red flags early, and treat colleagues and guests with respect.



Core Compliance

1. Data Protection & Cybersecurity

Protect data, systems, and people from digital threats.

- Cyber Resilience
- Cybersecurity Essentials for Employees
- Data Privacy Essentials
- GDPR Essentials

2. Ethics, Fraud & Whistleblowing

Build a culture of integrity, transparency, and accountability.

- Anti-Corruption and Anti-Bribery
- Business Ethics
- Conflict of Interest
- Fraud Awareness & Prevention
- Gifts & Hospitality
- Modern Slavery

3. Workplace Conduct & Inclusion

Foster inclusive, respectful, and harassment-free workplaces.

- A Guide to Workplace Professionalism
- Conflict Management
- Creating Anti-Discrimination Workplaces
- Equality, Diversity & Inclusion in the Workplace
- Preventing Harassment in the Workplace for Employees
- Preventing Harassment in the Workplace for Managers
- Preventing Sexual Harassment
- Unconscious Bias in the Workplace

4. Governance, Risk & Business Practice

Run the business responsibly, from continuity to ESG.

- Business Continuity Planning
- Environmental, Social and Governance (ESG)



4. Regional Compliance

Local rules for the markets you operate in, across the UK and the EU.

Hospitality groups often run sites in more than one market, and each has its own rules. These courses add the local requirements that sit alongside your sector training, from UK data protection, consumer rights, and the Equality Act 2010 to harassment prevention under the Worker Protection Act 2024. EU courses cover GDPR, whistleblowing, anti-corruption, and the Equality Directives, with versions for the Netherlands and Spain. Assign each course by region or role, so everyone learns the rules that apply where they work.



4.1 UK Compliance

1. Data Protection & Cybersecurity

Protect data, systems, and people from digital threats.

- Browsing Securely
- Cybersecurity Essentials for Employees
- Electronic Communications
- Malware and Breach Recovery
- Phishing Awareness
- Preventing Identity Theft
- UK GDPR & Data Law: The Data (Use and Access) Act 2025 Update

2. Ethics, Fraud & Whistleblowing

Build a culture of integrity, transparency, and accountability.

- Anti-corruption & Anti-bribery
- Failure to Prevent Fraud Offence
- Fraud Awareness & Prevention
- Gifts & Hospitality
- Modern Slavery
- Whistleblowing

3. Workplace Conduct & Inclusion

Foster inclusive, respectful, and harassment-free workplaces.

- Creating Anti-Discrimination Workplaces
- Disability Awareness
- Employment Rights Act for HR
- Employment Rights Act for Managers
- Equality, Diversity & Inclusion in the Workplace
- Harassment Prevention for Managers and HR: Aligning with the Worker Protection Act 2024
- Neurodiversity Awareness
- Preventing Sexual Harassment in the Workplace for Employees
- Preventing Sexual Harassment: Managers and HR
- Preventing Workplace Harassment & Bullying for Employees
- Sexual Harassment in the Workplace: The October 2026 Legal Changes
- The Equality Act 2010
- Unconscious Bias in the Workplace
- Understanding Gender Identity & Expression

4. Governance, Risk & Business Practice

Run the business responsibly, from continuity to ESG.

- Consumer Rights Act
- Records Management

4.2 EU Compliance

Training aligned with European Union rules for teams across the single market.

These courses cover the EU requirements that apply across hotels, restaurants, and venues: GDPR, anti-corruption and anti-bribery, fraud awareness and prevention, modern slavery, whistleblowing, and the Equality Directives. Versions for the Netherlands and Spain reflect local practice, so teams in those markets get guidance that matches where they work. Pair them with the EU food safety and food allergies courses in Hospitality Essentials.

EU courses

Data Protection & Cybersecurity

- GDPR Essentials

Ethics, Fraud & Whistleblowing

- Anti-Corruption and Anti-Bribery (Netherlands)
- Anti-Corruption and Anti-Bribery (Spain)
- Fraud Awareness & Prevention (Netherlands)
- Fraud Awareness & Prevention (Spain)
- Modern Slavery
- Whistleblowing

Workplace Conduct & Inclusion

- Equality Directives



5. Leadership & Management

Turn high performers into managers people want to work for.

Great shifts start with great supervisors and managers. These courses help new and experienced leaders build teams that thrive, set direction, coach people, and make performance a habit, including a leadership course written for hospitality teams. Practical microlessons also cover the hard moments, from difficult conversations and resolving conflict to leading people through change, so supervisors, head chefs, and general managers can apply what they learn on their next shift.

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Leadership & Management

1. Grow as a leader

Build the mindset, presence, and core skills of a confident leader.

Advanced leadership skills for experienced managers
Building executive presence
Confident Communication
Confident, decisive leadership
Core leadership competencies
Developing EQ
Emerging leaders pathway
Exhibiting a Growth Mindset: Leading by Example
From team member to team leader
Getting the best from different personalities
Know your leadership style
Leading a customer-focused team
Leading for innovation
Leading with integrity and ethics
Mastering Performance Conversations
Navigating Conflict
Setting and Achieving Goals
Shared leadership: leading together
Stepping Into Leadership
The Art of People Management
The fundamentals of great leadership
The manager's playbook
The Power of 1:1s
Think Smarter: A Practical Guide to Critical Thinking
Thinking like a leader
Transformational leadership



Leadership & Management

2. Build teams that thrive

Create inclusive teams where people feel safe to speak up.

Building inclusive teams
Creating a Culture of Psychological Safety
Creating a Positive Working Environment: A Leader's Guide
Diversity, equity, and inclusion for leaders
Emotionally intelligent leadership
Growing your team from forming to performing
Hiring and interviewing fairly
How to Look After your Team's Wellbeing
How to Motivate your Team
Leading remote and hybrid teams
Leading with empathy
Master Your Time, Multiply Your Impact: A Leader's Guide
Mastering Delegation: Leading with Clarity and Trust
Personality-Driven Leadership: Leveraging Individual Strengths for Team Success
Psychological safety: making it safe to speak up
Setting Team Direction: From Vision to Victory
Shaping a positive team culture
Sharing the Vision: Leading Through Clear Direction
Team leadership from beginner to expert
Team meetings worth turning up to
Team-building tools and activities
The Culture Code: Creating a Collaborative Environment for Team Success
The Empathetic Hospitality Leader: Understanding Your Team
The Empathetic Leader: Fostering Compassionate Leadership
Trusted leadership: building credibility with your team
Understanding and Managing Different Generations
What high-performing teams do differently



Leadership & Management

3. Make performance a habit

Set goals, give feedback, and develop people all year.

A Leader's Guide to Holding Your People Accountable
Accountability without micromanaging
Delegation that frees up your time
Delivering tough feedback with care
Developing and keeping great people
Driving Team Performance: The Leader's Compass
Feedback that helps people grow
Foundations of Performance Management
Getting results through others
How to Give Uncomfortable Feedback
How to Have Effective 1-1s
Leading high-volume service teams
Managing performance all year round
Managing up, down, and across
Master Coaching Strategies for Optimal Performance
Mastering Feedback - Practical Models and Techniques
Mastering Performance Management
One-to-ones that move people forward
Performance conversations that land
Running fair and useful appraisals
Strategic Performance Management and Team Development
Succession planning that works
Tackling underperformance early and fairly
Talking careers with your team
Team goals and OKRs
The essentials of managing people
The performance review toolkit

4. Set direction and influence

Set a clear vision, make decisions, and bring people with you.

Big-picture thinking for leaders
Building a Leadership Mindset
Building a team of problem solvers
Commercial acumen for managers
Data-informed people decisions
From strategy to plan
Getting your message across as a leader
How to Influence Without Authority
How to Manage Meetings Efficiently
Influence without authority
Leaders who listen
Leadership Styles & Communication & Self-Awareness
Listen to Lead: The Power of Listening in Effective Leadership
Listen Up: Mastering the Art of Active Listening
Making the call: decision-making for leaders
Setting a clear vision and direction
Strategic leadership: scaling your impact
The Connected Leader: Managing Remote & Hybrid Teams
Top Communication Tips for Leaders



Leadership & Management

5. Lead through the hard moments

Lead with steadiness through change, conflict, and pressure.

- Difficult conversations for managers
- Leading AI-enabled teams
- Leading people through change
- Leading through uncertainty
- Managing a leader's workload
- Managing Mental Health for Leaders
- Managing Stress and Building Resilience as a Leader
- Resolving conflict in your team
- Staying well while leading others
- The adaptable leader

6. Coach and energize people

Coach, mentor, and motivate people to raise performance.

- Coaching mastery, step by step
- Coaching to raise performance
- Making mentoring work
- Motivating and engaging your team
- The coaching manager



6. Soft Skills

Build the everyday skills that turn good service into great guest experiences.

Guests remember how your team made them feel. These courses build the skills front-of-house, kitchen, and support teams use every day, from clear communication and active listening to handling difficult customers and complaints and delivering great customer service. Learners also build personal effectiveness, resilience, and problem solving, so they stay calm under pressure, adapt to change, and work well with colleagues across shifts, sites, and cultures.

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Soft Skills

1. Communicate so it lands

Write, speak, and present so your message is understood.

- Active listening skills
- Adapting to different communication styles
- Asking better questions
- Body language and tone
- Clear business and report writing
- Data storytelling for non-specialists
- People skills for specialist roles
- Presenting and public speaking with impact
- Soft skills starter kit
- Speak with clarity and conviction
- Storytelling that connects
- Working across cultures
- Workplace communication essentials
- Writing emails that get read
- Your elevator pitch in 60 seconds

2. Influence and serve

Persuade, negotiate, and serve clients and stakeholders well.

- Communicating with clients
- Delivering excellent customer service
- Handling difficult customers and complaints
- Negotiation skills for win-win outcomes
- Stakeholder management in practice
- Winning people over: persuasion skills

3. Work better with people

Build trust, handle tough conversations, and collaborate well.

- Building strong working relationships
- Building trust with colleagues
- EQ essentials: understanding emotions at work
- Facilitating productive discussions
- Giving and receiving feedback well
- Making a great first impression
- Meetings that get things done
- Raising awkward issues honestly
- Seeing it their way: practical empathy
- Small talk and conversation skills
- Thriving in hybrid work
- Tough conversations made easier
- Working better together
- Working through disagreements

4. Stay well under pressure

Manage stress, build resilience, and avoid burnout.

- Bouncing back: personal resilience
- Looking after your mental health
- Managing stress at work
- Mindfulness for a calmer workday
- Setting boundaries and avoiding burnout
- Sleep, nutrition, and energy for better work

Soft Skills

5. Customer Service

Deliver service that keeps customers happy and coming back.

- Building Bridges: The Art of Customer Relationships
- Confident Communication: Difficult Conversations Made Easy
- Creating a Connection
- Customer Empathy Guide
- Customer Service Excellence: A Comprehensive Guide for Contact Centre Professionals
- Customer Service Toolbox For Leaders
- Dealing With Upset Customers
- Delight Every Customer Guide
- Delivering Digital Customer Service
- Mastering the Art of Tech Support and Customer Solutions
- Problem-Solving 101
- Transformative Tactics for Contact Centre Leaders
- Ultimate Customer Happiness: Communication & Listening

6. Think, solve and adapt

Think critically, solve problems, and adapt to change.

- Creative thinking for everyday innovation
- Critical thinking in practice
- Design thinking for teams
- Embracing change at work
- Human judgement when using AI
- Navigating ambiguity at work
- Practical problem solving
- Smarter everyday decisions

7. Own your momentum

Manage time, focus, and confidence to get the right things done.

- Beating procrastination
- Building habits that stick
- Building self-confidence at work
- Deep focus in a distracted world
- Developing a growth mindset
- Getting more done: personal productivity
- Managing yourself: personal effectiveness
- Overcoming the fear of failure
- Owning your career growth
- Professionalism at work
- SMART goal setting for everyone
- Speaking up assertively
- Taking ownership at work
- Taming your inbox
- Time management and prioritization



7. AI Academy

Help every team use AI safely, confidently, and productively.

AI is changing how hospitality businesses plan, market, and look after guests. These courses build practical AI skills across the business, from AI fundamentals, prompt engineering, and responsible use to hands-on training in ChatGPT, Claude, Copilot, and Gemini. Learners see how to evaluate AI outputs and protect privacy and data, while leaders learn about AI governance and risk, so your business can adopt AI with confidence and keep the human touch your guests value.

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AI Academy

1. AI Fundamentals

Understand how AI works and use it responsibly and effectively.

A Short Guide to Using AI Responsibly
Advanced Prompt Engineering
AI 101: Prompt Engineering
AI Academy: Privacy & Stewardship
AI Academy: Problem Solving and Decision-Making with AI
AI Agents & Automation
AI Governance and Global Regulation
AI Literacy: Bias, Risk, and Responsibility
AI Literacy: Understanding How AI Works
AI Playbook 101
Claude 101
Develop a Critical Eye for AI
Evaluating AI Outputs
Privacy, Data Protection & IP in the Age of AI
Prompt Engineering & Effective AI Communication
Prompt Engineering Fundamentals
Understanding AI: Core Concepts Explained

2. AI Tools

Get hands-on with ChatGPT, Claude, Copilot, Gemini, and NotebookLM.

A Complete Guide to ChatGPT
A Guide to Claude for Non-coders
ChatGPT Top Tips, Agents & Automation
Claude Code Mastery
Copilot Fundamentals
Copilot in Excel
Copilot in Outlook
Copilot in Powerpoint
Copilot in Teams
Copilot in Word
Copilot Prompting Mastery
Gemini Fundamentals
Getting Started With NotebookLM
Mastering ChatGPT & Generative AI: Concepts to Applications
Work Smarter With Co-Pilot

AI Academy

3. Strategy & Business

Apply AI to strategy, customers, sales, finance, and HR.

AI Business Applications & Future Trends
AI Literacy for Leaders: Risk Management, Ethics, and Governance
AI Literacy: A Foundational Toolkit for Leaders
AI-Driven Business Development
ChatGPT & Generative AI for Creating Effortless CX
ChatGPT & Generative AI for Customer Experience
ChatGPT & Generative AI for HR
ChatGPT & Generative AI for L&D
ChatGPT & Generative AI for Ops & Strategy
ChatGPT & Generative AI for Sales
ChatGPT & Generative AI for Sales: Drive More Opportunities
Generative AI & ChatGPT for Winning Sales Strategies
Leveraging ChatGPT & Generative AI for Leaders
The Role of AI in Product Management
Using AI to Improve Your Learning Design

4. Research & Analysis

Use AI to analyze markets, feedback, and performance data.

AI-Driven Market Insights and Competitor Analysis
AI-Powered Survey & Performance Analysis That Saves 20+ Hours Per Month
Streamlining Feedback and Survey Analysis with AI

5. Creative Generation

Use AI to generate ideas, copy, images, and video.

AI in Branding & Copywriting
Enhancing Ideation and Innovation with AI
Gemini Image & Video Generation
Generative AI for Marketing: Revolutionize Your Strategies in Minutes
Mastering AI Copywriting: Transform Your Words into Impact

6. Development & Coding

Build apps and code faster with AI assistants.

Cursor AI for App Building
The GitHub Copilot Playbook

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