Food and Beverage Team Leadership Development Training Course

15 – 19 November 2026
Johannesburg

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Ref: 1596_217690 **Date:** 15 – 19 November 2026 **Location:** Johannesburg **Fees:** 4500 Euro

Overview

Food and Beverage Team Leadership Development Training Course is a one-week intermediate course for food and beverage managers, outlet supervisors, restaurant managers, banquet leaders, and catering managers who leave with a Shift Leadership Playbook and Team Development Action Plan. Participants connect service priorities with delegation, coaching, feedback, staffing, conflict handling, and performance conversations across daily operations. Agile Leaders Training Center develops food and beverage team leadership capability.

Who Should Attend

- Managers responsible for restaurant and outlet performance
- Supervisors responsible for shift deployment and service delivery
- Leaders responsible for banquet and catering teams
- Functions responsible for staffing, coaching, and team development
- Managers responsible for coordination between kitchen and service teams

The course assumes participants supervise people or coordinate shifts, and it leaves executive strategy, employment-law instruction, and formal human resources qualification outside its scope.

Departments and Industries

The course supports team leadership across hospitality, food service, events, healthcare dining, and visitor operations.

- Hotels, resorts, restaurants, and managed outlets
- Banqueting, catering, and event food services
- Healthcare, education, and workplace dining
- Leisure venues, clubs, and visitor attractions
- Food and beverage operations and workforce development

Learning Objectives

By the end of this course, participants will be able to:

- Apply shift leadership routines to service priorities
- Use delegation and role-allocation methods
- Build coaching and feedback conversations
- Analyze staffing, coordination, and motivation issues
- Diagnose conflict and performance gaps
- Prioritize team development and service-culture actions

Course Agenda

Day 1: Operational Leadership and Service Culture

- Food and Beverage Leadership Role Map
- Service Culture Behavior Standards
- Shift Priority Alignment Canvas
- Leadership Style Adaptation Matrix
- Team Trust and Communication Check

Day 2: Shift Planning and Delegation

- Demand-Based Staffing Review Sheet
- Shift Role Allocation Board
- Delegation Readiness Decision Grid
- Pre-Shift Briefing Structure
- Kitchen and Service Handover Protocol

Day 3: Coaching and Performance Feedback

- Listening and Questioning Coaching Method
- Observation-Based Feedback Framework
- One-to-One Conversation Planner
- Performance Expectation and Evidence Record
- Team Development Goal Sheet

Day 4: Conflict, Motivation, and Improvement

- Workplace Conflict Early-Warning Checklist
- Conflict Cause Diagnosis Map
- Performance Conversation Sequence
- Recognition and Motivation Choice Matrix
- Service Improvement Action Tracker

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Day 5: Team Leadership Practice

- Shift Briefing and Delegation Exercise
- Coaching and Feedback Conversation Exercise
- Conflict Handling Simulation
- Staffing and Service Coordination Review Exercise
- Shift Leadership Playbook and Team Development Action Plan Capstone

Practical Exercises

The course uses suggested activities to convert leadership methods into food and beverage operating routines.

- Suggested activity: allocate roles and deliver a pre-shift briefing for a changing service forecast
- Suggested activity: conduct a coaching conversation using observation, questions, and agreed actions
- Suggested activity: diagnose a team conflict and structure a fair performance conversation
- Suggested activity: present a Shift Leadership Playbook and Team Development Action Plan

FAQs

Who suits Food and Beverage Team Leadership Development Training?

Food and beverage managers, restaurant managers, outlet supervisors, banquet leaders, catering managers, and hospitality team leaders suit the course when they supervise people or coordinate shifts.

How does food and beverage team leadership differ from a general leadership course?

Food and beverage team leadership applies delegation, coaching, staffing, conflict handling, and performance feedback to shifts, service standards, handovers, and kitchen-service coordination.

How can food and beverage managers improve shift leadership?

Managers improve shift leadership by aligning priorities, assigning roles, checking readiness, briefing the team, monitoring service evidence, coaching during operations, and reviewing actions after service.

What makes performance feedback useful for food and beverage teams?

Useful feedback is timely, specific, based on observed behavior, connected to service expectations, discussed as a two-way conversation, and followed by agreed support and actions.

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What belongs in a food and beverage team development plan?

A team development plan records service priorities, capability gaps, coaching goals, delegated responsibilities, practice opportunities, progress evidence, follow-up dates, and manager support.

Conclusion

Participants take back a Shift Leadership Playbook and Team Development Action Plan. The work product connects service priorities with staffing, delegation, coaching, feedback, conflict response, and improvement routines. It supports clearer shifts, stronger coordination, and evidence-based development across food and beverage operations.