



the
actors
centre

hospitality
training

The Actors Centre is the UK's leading organisation offering continual professional development for actors throughout their careers. Working with some of the highest regarded international performers and coaches across theatre, film and television, we bring our expertise and experience into the business world, offering a unique theatrical approach to professional training.

The centre provides a unique service helping professional actors improve their skills and exercise their talents and so provides the entertainment industry as a whole with a pool of practised, inquiring artists.' Sir Anthony Hopkins

Course Content

A series of workshops specifically for restaurateurs and staff to introduce the fundamentals of movement, voice, storytelling and interaction, highlighting aspects that can enhance a more effective performance and customer experience.

Over the course of three workshops we will discover the framework to enable each individual to confidently display their personality in a professional setting. Ultimately each will strive to find their own individual presence with customers, yet working on building an ensemble is essential to the performance of the restaurant overall; finding a common style for the whole team will result in a stronger restaurant brand and overall experience for the customer.

Duration: ½ day – 3 days

Group size: from 6 to 100

Location: this workshop can be held at the Actors Centre, or at a location of your choice

Movement and Body Language

In this workshop we will cover the basic fundamentals of movement analysis and the power of non-verbal communication in the workplace.

Using four fundamental aspects of Movement Analysis; Body, Effort, Space and Shape, we will focus on the ability to adjust our body usage effectively to adapt to situations, people, and to also evoke specific responses. This workshop will be taught through a combination of theory, movement analysis, movement & performance exercises, observation tasks and discussion. Most importantly, this workshop will be way of looking at and understanding further the power of non-verbal communication in your bespoke workplace environment.

Focus points:

- Understand your customers through dynamic analysis and make adjustments to your physicality accordingly
- Explore how we inhabit our personal space, whilst at the same time considering our general space (environment); and how to become more aware and more conscious of others sharing the space with us
- Understand how the shapes our bodies make through postural shifts and gestures also tells a story, and what one can do to appear more confident and approachable, and can make physical adjustments to suit different customers and situations

Vocal Technique and Public Speaking

In this fun and informative workshop, participants will learn simple, practical tools which will allow them to create a well-oiled vocal machine, adaptable to every twist and turn of daily working life. The tutor will provide the latest science-based vocal techniques translated into clear, effective and enjoyable exercises. Participants will learn what 'projecting the voice' really means and how to find it in your unique voice, and how to change 'gear', vocal mode or quality to adapt to every customer and noise level. We will also cover what makes a voice compelling, powerful, empathic and listenable. We will provide warm ups for participants to utilise daily when introducing the films. This course will give participants the confidence to take charge of their voice, and gain technical knowledge while exploring a host of vocal sounds and characters.

Focus points:

- How to keep your voice healthy in a demanding environment
- What 'projecting the voice' really means and how to find it in your unique voice
- How to change 'gear', vocal mode or quality to adapt to every customer and noise level
- The acoustics of what makes a voice compelling, powerful, empathic and listenable
- How to overcome nerves and eliminate bad habits
- How to adapt a voice for different situations, depending on the authority required

Storytelling and Customer Engagement

In this session we will touch upon the basic fundamentals of how practicing more active listening can vastly improve and empower ones customer interactions. Using performative games that each key into a different aspect of the improvisers mind-set, we will build confidence and trust, before recontextualising interactions one might have with customers. Building on the work of the previous two sessions, we will bring together Movement and Voice to create a “professional performance” which can be adapted to different scenarios.

Focus points:

- Train our communication skills to enhance the interactions we have every-day, and understand the pit-falls that can occur within them
- Building on the philosophy of saying “Yes, and...”, to enhance collaboration and learn to listen to, accept, and then attempt to build on another person’s idea with an attitude of enthusiasm and optimism
- Revisit the work of the previous sessions to bring all aspects together, and feel confident in being able to authentically represent yourself through your work
- Adapting service for the audience, and understand how much attention a customer may want
- Keep the storytelling authentic and fresh, from the start of a shift to the end
- Establish a basic script to empower participants to show personality during service, and feel confident to build from this point



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