

Food And Beverage Excellence

Course Duration: 3-day; Instructor-led

Time Schedule: 9am-5pm

Lunch: 1:00pm- 2:00pm

Morning Tea-break: 10:30am-10:45am

Afternoon Tea-break: 3:30pm -3:45pm

PROGRAM INTRODUCTION

Food and beverage industry is a fast-paced industry. Food and beverage associates must be equipped with suitable skills and knowledge to handle various ethnic groups of customers in different types of restaurants or set up. Due to the nature of the industry, turnover of entry and beverage associates are high. This program is designed to equip supervisor and managers skills and knowledge to give great customers service experience.

LEARNING OBJECTIVE

By the end of the 3-day program, participants should be able to:

- Develop job description for restaurant associates by using the key point service method.
- Learn how to handle guest complaints using STARS
- Learn how to perform Wow service using G.U.E.S.T
- Identify symptoms that cause poor performance in food & beverage establishment, using E.S.P.C

WHO SHOULD ATTEND

This program is suitable for:

- Current food and beverage professionals striving to improve their skills so they can deliver excellent guest service in a dining establishment or wine bar.
- Restaurant managers or head chefs
- Restaurant supervisor or sous chefs
- Restaurant crews

METHODOLOGY

Every module of this program will be conducted via demonstration, small group exercises, and Q & A

KEY CONTENT

Module 1-Introduction to Food and Beverage Industry

- Food and Beverage Professionals
- Introduction of the Food Service

- Types of restaurants
- Style of Service: Delivery of expectations

Module 2 -Food and Beverage Service Excellence

- Customer service for Food and Beverage
- Key point of Food and Beverage Service
- Fundamentals of the key points of service.
- Introduction and implementing shift duties

Module 3 – The WOW service

- Difference between Service and Hospitality
- The “WOW” Guest Service
- The Pearl theory
- Customers vs Guest
- Suggestive selling And Upselling

Module 4-The 3 “P” Method for guest expectations in restaurant/s

- Run A Restaurant That Does “NOT “Have a Sales Problem

Module 5 – Handling Complaints

- Handling Complaints on the floor
- Handling Complaints on-line