

Training program :

Basic service:

- Personal appearance and hygiene
- Mobil phone forbidden on service areas
- Uniform
- Grooming / posture in the restaurant
- Offer coat assistance on arrival
- Welcoming, greeting
- Organisation of clearing trays
- Changing ashtrays
- Careful clearing for breakage (piles of plates)
- Empty the tray for runner
- Each equipment for different support
- Cross all the time your colleagues by right side
- Priority of waiter depending of what he's carrying
- Priority of waiter depending of service ways
- Trolley service to move

Gold rules:

- Guest's need, anticipation
- help in the team for efficient service
- team work as everyone needs everyone for restaurant to run well
- Respect work from colleagues
- Ladies first
- Never run in all the building
- Clock wise around tables for service sequences
- Services sequence for set up
- Service sequences for western meal from greeting to farewell
- Service sequences for clearing and cleaning a table
- Carry more than three plate and "hand organisation"

Western menu:

- Introduction of salty then sweet concept
- Composition of each dish
- Types of crockery, plates and glassware
- Cutlery needed for set up
- How to offer the menu and introduce "la carte"
- Introduction of "Beggar chicken"

Training with hostess:

Booking needs:

- 1- Name of the guest
- 2- Number of people attending
- 3- Contact number for confirmation before

the event

- 4- Date of visit
- 5- Time of arrival
- 6- Private dining room or table in the

restaurant

- 7- Comment or special request
- 8-Who took the booking and when

- Coat assistance.
- Discreet behaviour.
- Timetable for smooth service.
- First impression on the phone is very important.
- English lessons

Training program to schedule:

- Polishing service material
- Using service spoon and fork
- Clear off a table (guest still seated)
- Clear off a table (guest has left)
- Exercise and dry try
- Test
- Check guest's satisfaction
- Service station set up
- Opening procedures
- Closing procedures
- Mise en place dispense area
- How to take a food order
- Up selling
- How to take a drink order
- Exercise and dry try
- Test
- Knowledge of facilities
- How to offer wine list
- Emergency procedures
- How to solve a problem
- Clearing and preparing restaurant sideboard
- Read an Event order
- How to open and serve a bottle of wine
- How to open and serve a bottle of champ.
- Serving tea or coffee
- Exercise and dry try
- Test
- Lost and find procedures
- Requisition procedures
- Reporting maintenance problem
- Briefing
- Duty description
- Operating IT computer
- Present the bill
- Payment facilities
- Knowledge of menu
- Knowledge of wine
- Knowledge of drinks
- Problem to solve on each case on differences between diner experiences.