

Hospitality & Service Standards

The Team's goal is to make guests feel instantly welcome and cared for from the time they walk through our doors until they leave, wanted to return again. To ensure our guests have a memorable visit, we must deliver exceptional service and memorable hospitality.

Hospitality (Emotional Aspect of Guest Experience)	Service (Technical Aspect of Guest Experience)
It's how you make guests feel	It's what you do for the guest

Successful sales and service result from confidence, which can only be developed through knowledge. We will provide you with ample training to develop the necessary knowledge and confidence in relation to service techniques, the menu and the wine list. You, as a server for **[Restaurant Name]**, must learn it.

General Job Guidelines And Responsibilities

- When taking an order, always look the customer directly in the eyes, and stand erect. Never lean or write on the table. Never crouch down on your knees.
- Never handle a glass by the rim with your hand over the drinking surface.
- Never handle silverware with your hand over the eating surface.
- When handling plates or food, never let your hand touch the eating surface or the food.
- Help your guests as much as possible. Be aware of the city's favored bars and dance places, know what movies are showing nearby.
- Know your schedule.
- Know what time to be here for each shift.
- Know what the daily specials are and what they cost.
- Know the history of the restaurant.
- Know the managers.



Restaurant Server Training Manual

Sondra J. Dahmer, Kurt W. Kahl



Restaurant Server Training Manual:

The Waiter & Waitress and Waitstaff Training Handbook Lora Arduser, Douglas Robert Brown, 2005 This training handbook was designed for use by all food service serving staff members The guide covers every aspect of restaurant customer service for the positions of host waiter or waitress head waiter captain and bus person The detailed performance of each position is described for different types of establishments and all types of service including French American English Russian Family Style and Banquet It provides step by step instructions on hosting seating guests taking filling orders loading unloading trays table side service setting an elegant table folding napkins centerpieces promoting specials promoting side orders handling problems difficult customers managing tips and taxes getting customers to order quickly handling questions handling the check and money Plus learn advanced serving techniques such as flambe and carving meats fish and fruits It also features a chapter devoted exclusively to food safety and sanitation Whether it s your first day on the job or you are a twenty year veteran you are bound to learn alot Food service managers will find this book to be an excellent foundation for your organizations training program Restaurant Training Manual Jeffrey Schim, Donna L. Schim, 2016-04-02 Whether you are a new restaurant or an existing restaurant the restaurant training manual will be the perfect guide to train your management and staff members This guide covers all aspects of restaurant management and operations This training manual goes into detail on how to provide top notch customer service kitchen and food preparation tracking inventory and sales managing food and labor cost how to be prepared for emergencies and daily restaurant operations Use different sections in this manual to train cooks prep cooks dishwashers servers greeters bartenders and barbacks We recommend using the entire manual to train managers since they need to know all the areas in the restaurant The information in this manual has been used in many successful restaurants The material in this manual was created by individuals who worked in the restaurant industry and know how to create a thriving business with exceptional customer service The manual includes the following management topics Orientation Sexual Harassment Open Door Policy Minor Laws What Makes a Great Manager Manager Job Description Hiring and Termination Procedures Interviewing and Hiring Process Application and Hiring Do s and Don ts of Hiring Interviewing Process Suspending Terminating Employees The Manager s Walk through and Figure Eights Opening Closing Manager Responsibilities Opening Manager Responsibilities Closing Manager Responsibilities Restaurant Pre Shift Alley Rally Call Outs Communication Skills How to Read Body Language The Customer s Eyes How to Prevent Guest Complaints Guest Recovery Restaurant Safety Flow of Food Food Safety Allergens Time Temperature Food Borne Illness Cash Procedures Bank Deposits Manager Computer Functions Bookkeeping Management Cash Register Audits Management Safe Fund Audits Management Perpetual Inventory Audit Labor and Food Cost Awareness Food Cost Awareness Inventory Food Cost Awareness Theft Food Cost Awareness Preventive Measures Restaurant Prime Cost Restaurant Emergency Procedures Refrigerator Units Freezer Units Procedures Robberies Fires Responsibility of Owner Employer Restaurant

Server Manual Jeffery D. Schim, 2017-06-13 The restaurant Server Manual covers waitstaff training a greeter training This is a valuable resource for your restaurant or bar Waitstaff will learn how to create exceptional service for your guest This restaurant server manual covers the following Orientation Training your Team Effective Training Techniques Certified Trainers Positive Plus Correction Feedback Teamwork How to Prevent Guest Complaints Guest Recovery Food Safety Allergens Food Delivery Procedures Restaurant Safety Clean as you go Server Job Description Six Steps of Service How to Roll Silverware Silverware and Plate Placement Point of Sale Training Restaurant Greeter Training Restaurant Greeter Job Description Return of Investment ROI Training your staff is an investment Your customers will benefit and your bottom line will show an increase in restaurant revenue The most important part of the restaurant server training manual is the six steps of service Basically your managers servers and greeters will learn and memorize the six steps of service Your employees will live the steps of service from shift to shift The server steps of service begin when the customer arrives and walks through your restaurant front door and ends when they depart the restaurant Your goal is to provide exceptional wow customer service by applying the steps of service all throughout the customer s visit **Server Training Manual** Ryan Dahlstrom, This Server Training Manual is brought to you by Bar Manuals founder and Best Selling author Ryan Dahlstrom Certified Consulting Bar Experts by the Hospitality Association of America If you own or manage a Bar Nightclub or Restaurant and feel like your business should be doing better you should purchase this Server Training Manual **The Professional Server** Edward E. Sanders, Paul C. Paz, Marcella Giannasio, Ron Wilkinson, 2012 Rev ed of Service at its best Ed Sanders Paul Paz Ron Wilkinson 2002 The Waiter and Waitress Training Manual Sondra J. Dahmer, Kurt W. Kahl, 1996 The demand for a skilled waitstaff has never been greater The Waiter and Waitress Training Manual can help the reader to develop the consummate service skills required to capture repeat business and handle all phases of the job efficiently This expanded edition reflects current customer preferences and restaurant practices Server Training Manual D. Lee Lott, 2014-01-09 It can be very frustrating as an independent restaurant manager to be constantly training your serving staff and let s face it you really don t have the time You don t always have available to you specific training aids such as those that the big chain restaurants do And when you do find something it s just too costly Well until now that is The Server Training Manual was developed as a simple guide to help the small independent restaurant manager to easily train their serving staff This book will teach the serving staff the proper way to take and deliver orders how to work together as a team as well as the best way to handle complaints It will give your staff the basic training to help them offer your customers the excellent service that will have them coming back time and time again And you know that good service is a very big part of your business

Professional Waiter & Waitress Training Manual with 101 SOP Hotelier Tanji, 2013-10-05 Declares 101 standard operating practise SOP notes for hospitality students Website www.hospitalityschool.com **Bartender Training Manual** Ryan Dahlstrom, 2016-09-01 The Most Requested Training Manual in the Industry Today Bartender Training Manual Table of

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Kingdom Business Leadership - Training Manual for Emerging Business Leaders George Meyers, 2011-07-25 As technological advancements accelerate change global organizations must re invent themselves periodically or they will become irrelevant It is not only the change itself that is impacting so much but more the rate of speed that change is occurring To adopt new structures adapt to changing situations and implement new systems requires innovative flexible visionary leaders This is a learner focused manual for training Emerging Business Leaders It is not meant to be a scholarly dissertation but a how and what to do manual or handbook The manual is designed to empower a new kind of business leader one that may have 7 10 careers during a fast paced lifetime Even though technology has a profound influence on business formation and operations there are eternal principles that ultimately overshadow all else These principles are time tested and proven over centuries of industry and governing Leading wisely is still a mandate to be embraced by CEOs and organizational leaders today Restaurant Startup & Growth ,2010 Fundamentals of Training Manual for Waiter and Restaurant Owner ,2014 The Art of Hosting Gerard A. Pollion, 2002-08 Whether you re new to the business or you ve been a server for years The Art of Hosting will give you the tools you need to walk talk and act like a seasoned pro Filled with insider tips and info this book will show you in clear concise and easy to understand terms how to be an outstanding server in even the finest restaurants and get the biggest tips Includes sections on Table Set up Taking Guest Orders Serving Drinks and Wine Increasing Your Tips and more *Restaurant: The Owner's Manual* Larry O. Knight, 2011-03-25 This book is a must for all owners and managers who plan to open a restaurant in the future It is a guide to staff training regarding proper service attitude language and knowledge Juggling Food and Feelings Mary Elizabeth Gatta, 2002-01-01 In Juggling Food and Feelings Mary Gatta applies social and structuration theory to the workplace as she analyzes the emotional challenges faced by restaurant workers Gatta utilizes extensive participatory observation of and interviews with restaurant managers

and servers to explore how workers deal with emotional experience in the workplace. Positing that we ordinarily maintain an emotional balance, Gatta theorizes that our ability to cope with emotional disturbances in the workplace depends on situated rebalancing scripts used to control feelings. Contributing to the sociology of gender, social psychology, and labor theory, this study of occupations expertly reveals the complex typology of emotion management. **Waiter & Waitress Training** Lora Arduser, 2003. These step by step guides on a specific management subject range from finding a great site for your new restaurant to how to train your wait staff and literally everything in between. They are easy and fast to read, easy to understand, and will take the mystery out of the subject. The information is boiled down to the essence. They are filled to the brim with up to date and pertinent information. **Fair Employment Practice Cases**, 1998. With case table.

Restaurant Service Basics Sondra J. Dahmer, Kurt W. Kahl, 2008-10-06. An excellent training tool for both hospitality programs and working restaurant managers. **Restaurant Service Basics** 2nd Edition considers the entire dining experience in situations ranging from formal to casual. Step by step instructions guide readers through service functions. Different types of service: French, American, English, Russian, Family style, and Banquet are explained in detail along with universally important safety, sanitation, and emergency procedures. This Second Edition features end of chapter projects that incorporate real life situations as well as enhanced coverage of point of service and other technology use in restaurants. **Cool Careers Without College for People Who Love to Cook & Eat** Sarah Machajewski, 2013-12-15. Young people who love to cook for friends and family and explore new ingredients and flavors in the kitchen may find that a career in the food industry is the perfect fit. The author presents a variety of exciting careers in which one can cook or eat for a living: cook, personal chef, caterer, and food photographer or stylist are just a few delectable choices. A wealth of resources related to each career is found at the end of every chapter, and full color photos of professionals in action add visual appeal.

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structure and trackability needed to support your success as an ea