

NAME	: Food & Beverage Trainings
PURPOSE	: To provide necessary know how and on the job trainings to be able to implement the best F&B service standards either for hotels or restaurants in order to gain maximum customer, company and employee satisfaction.
CONTENT	: The seminar contains necessary on the job trainings; as well as knowhow to gain maximum profit from service to guests. Topics will include; the criteria for quality service in all aspects, best customer relations, the maximum hygiene standards, on the job service trainings for both food and beverage aspects, and main F&B operations.

DETAILS OF THE SUBJECT:

1. Quality Training

- Quality of Service
- Quality of Products
- Quality of the General Appearance
- Quality of Staff Training
- Quality of Personal Hygiene
- Quality of Hygiene in Work Spaces

2. Customer Relations

- Customer Hosting
- Customer Communications
- Taking Reservations
- Suggestive Selling Methods
- Upselling
- Customer Complaints
- Offers

3. Hygiene

- General Hygiene
- Setting General Hygiene Standards
- Food Poisoning
- Food Service Temperatures
- Microbes, Ways of Infection and Methods to Avoid Infection
- Food Cooling and Preservation
- Controlling for Pests

4. Service

- General Service Techniques
- Mis en place
- Food Service
- Beverage Service
- Wine Training
- Alcoholic Beverage Training
- Cocktail Training

- Soft and Hot Beverages Services Training

5. Food & Beverage Operations

- General Knowledge of Operations
- Knowledge of Open Buffet Operations
- Knowledge of Specialty Restaurants' Operations
- Room Service and Knowledge of Mini Bars
- Knowledge of VIP Guest Service
- Knowledge of Cost Control
- Menu Knowledge
 - a. Planning
 - b. Balance
 - c. Design
- Menu Engineering
- Check Lists
- Job and Side Job Descriptions