

Professional Waiter & Waitress Training Manual with 101 SOP

Hotelier Tanji

Owner

www.hospitality-school.com

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ACKNOWLEDGEMENT

Hello, I am Hotelier Tanji, owner of www.hospitality-school.com, world's most popular free hotel & restaurant management training web site, running from December 2009. This book is a comprehensive collection of 101 professional Food & Beverage Service standard operating procedures (SOP). In last few years we got immense praise and support from our readers. This book is an attempt to give something back to our readers. Thanks for purchasing this book.

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PREFACE

Professional Waiter & Waitress Training Manual with 101 SOP, 1st edition is a self-study practical food & beverage training guide for all Food and Beverage professionals, either who are working in the hotel or restaurant industry or novice ones who want to learn the basic skills of professional restaurant service to accomplish a fast track, lavish career in hospitality industry. **www.hospitality-school.com**, world's most popular free hotel & restaurant management training blog combines 101 most useful industry standard restaurant service standard operating procedures (SOP) in this manual that will help you to learn all the basic F& B Service skills, step by step. This training manual will enable readers to develop basic service skills that will be required to handle guests at different situations and at the same time enlighten you with high quality service skills that will ensure better service, tips and repeat business.

Professional Waiter & Waitress Training Manual with 101 SOP, 1st edition is a great learning tool for novice hospitality students and also a useful reference material for expert hoteliers. This manual will be a helpful practical resource for both - those working at 5 start hotel or those at small restaurant.

We have made this manual concise and to the point so that you don't need to read boring texts. This book will solve most the fears that a waiter or waitress has to face every day.

We would like to wish all the very best to all our readers. Very soon our other training manuals, covering various segments of hotel & restaurant industry will come out. Keep visiting our blog **hospitality-school.com** to get free tutorials regularly.

Regards

Writing Team of hospitality-school.com

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Let's Start Learning.....

F & B Ethics

Purpose

To understand basic rules and regulations of the F&B department so as to ensure guest's delight.

Procedures

The following F & B ethics are to be followed by the service staffs accordingly:

- Ability to co-operate with other employees and adjust with the environment.
- Patience and tolerance attitude for the guest and fellow colleague.
- To be objective towards the goal or target and improve knowledge and skill.
- Approach to the work with flexibility and creativity.
- Intuition power or ability to understand any situation.
- Training effort and teamwork.
- Perform duty with honesty and understanding attitude.
- No wastage of food or beverage ingredients.
- Showing respect to all living creatures.
- Careful handling of all equipment, utensils and natural resources of the hotel.
- To use preferable local products and seasonal ingredients.
- Arrange healthy and tasty food & beverage for everybody.
- Sort all wastage and return for recycling where ever possible to avoid excessive wastage.

How to Maintain Personal Hygiene

Purpose

To learn the basics Procedures and standards about professional and personal hygiene so as to ensure health and safety of every individual.

As a Representative of the Organization

Purpose

To ensure the highest possible service for all guests at all times in accordance with the standards.

Procedures

- A service staff represents his hotel since he works like a salesman for his department. Thus as a representative of the organization, a waiter must endeavor to maintain high standard of the hotel.
- Any negligence or carelessness of a server while serving the guests can affect the entire impression of the organization and its high standards.
- A waiter/waitress must perform his/her duty relevant to the nature of the service and set-up of the hotel.
- Good actions and deeds always ensure a improved prospects and status of a waiter/waitress.

Our Current Training Manuals

- ★ 170 Hotel Management Training Tutorials
- ★ Hotel Front Office Training Manual with 231 SOP
- ★ Hotel Housekeeping Training Manual with 150 SOP
- ★ Professional Waiter & Waitress Training Manual with 101 SOP
- ★ Hospitality Career Opportunities: Learn Secrets to Get Jobs in Hotels, Restaurants & Motels

Our Upcoming Training Manuals

- ❖ Professional Business English for Hotel & Tourism Industry
- ❖ Effective Guest Complaint Handling Techniques in Hotel & Restaurant
- ❖ Hotel Room Service Training Manual

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The End