

Food & Beverage Service Training Manual with 225 SOP

**Practical Food & Beverage Service Guide for
Hoteliers, Restaurateurs & Hospitality Students**

Hoteller Tanji

Owner

www.hospitality-school.com

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Hotelier Tanji is the owner of www.hospitality-school.com, world's one of the most popular free hotel & restaurant management training web site running from 2010. She and her team run the website to share free hospitality management learning experience all over the world. Thanks for purchasing this book. It will inspire us to work harder with utmost desiccation.

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Table of Contents

No	Topic	Page
1	F & B Ethics	1
2	How to Maintain Personal Hygiene	2-3
3	General Service Rules	3-4
4	Grooming	4-6
5	Honesty	
6	Attendance	8-9
7	Food & Beverage DO'S & DONT'S	9-11
8	Anticipating Guest Needs	11
9	Be knowledgeable about the Entire Hotel	12-13
10	Service Sequence	13-16
11	Up-Selling	16-17
12	Safety Regulations	17-19
13	Staff Behavior	19
14	Scheduling Staffs	20
15	Team Briefing	20-22
16	Tips Distribution	22-23
17	Assignments & Duties	23-24
18	Achievement Reviews	25-26
19	Communicate with other Department	26-27
20	As a Representative of the Organization	27
21	How to Take Care of the Working Area	27-28
22	Behavior during Service	28-29
23	How to Receive Telephone Reservation	30-32
24	How to Take Restaurant Reservation	32-33
25	How to Greet the Guest	34-35
26	How to Take Preparation for Service	36-37
27	How to Answer the Phone	37-38
28	How to Seat a Guest	38-40
29	How to Place Lap or Guest Lap	40-41
30	How to Present Menu & Wine List	41-43
31	How to Take Drink Order	43-45
32	How to Take Food Order	45-48
33	How to Serve Drink Order	48-49

34	How to Serve Food Order	49-51
35	Adjusting Covers	52-53
36	How to Carry a Round Tray	53-54
37	How to Carry a Rectangular Tray	54-55
38	How to Serve Champagne	55-57
39	How to Serve Beer	57-58
40	How to Set-up a Classroom Style	59-60
41	How to Set-up a Theater Style	60-61
42	How to Set-up a U Shape Style	62-63
43	How to Set-up a Hollow Square Style	63-64
44	How to Serve Juice	64-65
45	How to Serve Bottled Water	65-66
46	How to Provide Napkin Service	66-67
47	How to Provide Buffet Service	67-68
48	How to Provide Banquet Service	69-70
49	How to Serve Beverages	70-72
50	How to Polish China Ware	72-73
51	How to Polish Glass Ware	73-75
52	How to Polish Cutlery	75-76
53	How to Prepare & Serve a Cup of Espresso	76
54	How to Prepare & Serve a Cup of Cappuccino	77
55	How to Open & Serve Sparkling Wine	78-80
56	How to Open & Serve White Wine	80-82
57	How to Open & Serve Red Wine	82-84
58	How to Prepare & Serve Ice Tea	84-86
59	How to Prepare & Serve Hot Chocolate	86-87
60	How to Prepare & Serve Decaffeinated Coffee	87-88
61	How to Open Sake	88-89
62	How to Open a Function Room	89-90
63	How to Open a Bar	90-91
64	How to Check a Function Room	91-92
65	How to Check a Buffet	92-93
66	How Refresh a Function Room	93-94
67	How to Arrange a Coffee Break	94-96
68	How to Set up a Rectangular Table	96-97
69	How to Set up a Bar	97-98
70	How to Set up a Cocktail Table	98-99
71	How to Set up a Sit Down Buffet	99-100

72	How to Clean & Refill a Sauce Bottle	100
73	How to Set-up a Portable Bar	101
74	How to Serve in a Chinese Event	101-102
75	How to Place and Change the Bone Plate	103
76	How to Provide Soup Service	103-104
77	How to Serve Steamed Fish	104-105
78	How to Handle Chemical Safely	105-106
79	Mise-En-Place (Things in Right Place)	106-108
80	How to Close the Banquet Event	108-109
81	How to Deliver Ice Bucket	109-110
82	How to Serve Beverage in Restaurant	110
83	Beverage Service Procedures	110-112
84	Different Kinds of Beverage Service	112-115
85	How to Serve Elderly Guests	115
86	How to Serve Infant or Young Guests	116-117
87	How to Serve Disabled or Handicapped Guests	117-118
88	How to Serve Non-native or Foreign Language-Speaking Guests	118
89	Order Taking-Room Service	119-120
90	Order Delivery-Room Service	121-123
91	How to Check Seating	123-124
92	How to Clean & Check Tables	124-126
93	How to Place Tooth Picks	126-127
94	How to Serve Breakfast	127-129
95	How to Prepare Garnish	129-130
96	How to Receive Stock & Storage	130-131
97	How to Take Beverage Inventory	131-132
98	How to Fill in a Full Bottle Sales Form	132-133
99	How to Serve a Mixed Drink	133-134
100	How to Serve Birthday Cake	134-135
101	How to Serve Cigars	136-138
102	How to Pick up Beverage Items	138-139
103	How to Serve a Packet of Cigarette	139-140
104	Taking Regular Follow-ups	140-141
105	How to Serve Single Guests	141
106	How to Serve Guests with Health Issues	142
107	Beverage Service-Aperitif	142-143
108	Beverage Service-Liqueurs	143-144

109	Beverage Service-Port & Sherry	144-145
110	How to Serve the Soft Drinks	145-146
111	How to Position Chairs and Tables	147
112	How to Set-up Sugar Substitute Pot & Sugar Packet Caddies	147-148
113	Taking Off the Menu Order	148-149
114	How to Monitor Service	149-140
115	How to Serve Chinese Tea	150-151
116	How to Serve Japanese Tea	151-152
117	Closing Duties	152-153
118	How to Stack Soiled Glassware	153-154
119	How to Stack Soiled Chinaware	154-155
120	How to Stock All Serviceware	155
121	How to Check Shot Glass	155-156
122	How to Check Beverage Service	156-157
123	How to Perform Silent Service	157-158
124	How to Place Cocktail Napkin	158
125	How to Serve Cognac	159
126	How to Perform in any Emergency Situation	160
127	How to Polish Silverwares	160-161
128	How to Stock Ice	161-162
129	How to treat Injured or ill guests	162-163
130	How to Check Bar	163-164
131	Food & Beverage Transfer	164-165
132	How to Handle Intoxicated Guests	165-166
133	How to Handle Wrong Order	166-167
134	How to Handle Guest Complaints	167-170
135	How to Handle Guest Request	170
136	How to Handle an Accident while Serving the Guest	170-171
137	How to Deal with Guest's Special Food Request	171-172
138	How to Provide Specialist Advice on Food	173-174
139	Prevention of Accidents – First Aid	174-176
140	How Not to Say “No” to a Guest	176
141	How to Treat all Guests Equally	177
142	How to Maintain Quality Control	178-179
143	How to Handle Carpet Set Warmer	179
144	How to Check F&B Outlet Presentation	180-182
145	How to Report in Writing	182-183
146	How to Report Verbally	183

147	How to Maintain Non-Smoking Zone	184
148	Configuring Mini-Bar Snacks Items	184-185
149	How to Handle Menu	185-187
150	How to Maintain Daily Log Book	187-188
151	Linen Abuse Policy	188-189
152	Code of Conduct	189-192
153	Complementary F & B Items	192-194
154	Discount Policy	194-196
155	How to Take Guest's Belongings	196
156	How to Gain Menu & Beverage Knowledge	197-198
157	How to Set-up a Western Meal	198-199
158	How to Serve Western Buffet Event	199-201
159	How to Remove Bread Crumbs from Table	201
160	How to Serve Cocktail	202-203
161	Alcohol Beverage Service	203-205
162	Beverage Service - Flambé Coffee	205-206
163	How to Serve Condiments	206-207
164	How to Serve Bottled Wine	207-208
165	Pre-service Checklist	208-211
166	Decanting Port	211-212
167	How to set-up Sugar Bowl	212-213
168	How to Develop the Menu	213-214
169	Closing the Guests	215-216
170	Corkage Policy	216-217
171	How to Serve Lunch	217-219
172	How to Prepare Sign Station	219-220
173	How to Set Table for Breakfast	220-221
174	How to Set Table for Lunch & Dinner	221-222
175	How to Serve Ice Water	222-223
176	How to Clear Plates, Glasses & Cutlery	223-224
177	How to Offer & Serve Dessert Items	225-227
178	How to Serve Bread & Butter Service	227-229
179	How to Serve Tea or Coffee	229-232
180	How to Present a Bill	232-233
181	How to Handle Cash Payment	233-235
182	How to Handle Credit Card Payment	235-238
183	How to Handle Room Charge & City Ledger Payment	238-239
184	How to Change an Ashtray	239-240

185	How to Set-up a Chinese set for Lunch or Dinner	241
186	How to Serve Cold and Hot Towels	241-242
187	How to Handle Broken or Damaged Items	243-244
188	How to Avoid Wastage of Food & Beverages Items	244-245
189	How to Create a Link Between kitchen and Service Areas	246-247
190	How to Maintain Guest Information Confidentiality	247-248
191	How to Maintain Hotel Information Confidentiality	248-249
192	How to Set Buffet Lunch & Dinner	249-250
193	How to Take Reservation Directly from a Guest	250-251
194	How to Provide Information about Hotel Facilities	251-252
195	How to Provide Information about On-site Locations	253-254
196	How to Escort a Guest to the Buffet Table and Give an Introduction	254-255
197	How to Serve Friends & Family in your Restaurant	255-256
198	How to Deal with Food or Drink spilt on a guest	256-257
199	How to Prevent Others from Stepping on Spilt Food/ Drinks on the Floor	257
200	How to Serve a Glass of House Wine	258
201	How to React to Negative Comment from a Guest	258-259
202	How to Maintain Flow in Traffic at the Work Place	259-260
203	How to Count & Change Linen	260-261
204	How to Change Flowers	261-262
205	How to Fill in a Beverage Acquisition	262-263
206	How to Prepare Pantry Area	263-264
207	How to Operate a Bar	264-265
208	How to Handle Returned Beverage & Dish	265-266
209	How to Thank a Jewell Guest	266-267
210	How to Fill in an Inter Bar Transfer Form	267-268
211	How to Close a Bar	268-269
212	Terms in the Kitchen/ Restaurant	270
213	Checking on Service	270-271
214	When the Restaurant is Booked out	271-272
215	Cancellations & Bookings	272-273
216	Clearing & Re-Setting Table	273
217	Clearing the Restaurant	273-274
218	Pool Service	274-277
219	Cost Reducing Methods	277-278
220	Check points for Supervisor	278-280

221	Capacity to Take Orders from Senior	280
222	How to Deliver Guest Cocktails Invitations	281
223	Wine Testing	281-284
224	How to Open the Outlet	284-287
225	How to Conduct Monthly Training	287-288

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PREFACE

Food & Beverage Service Training Manual with 225 SOP, 1st edition is a self-study practical 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 225 most useful industry standard food & beverage 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.

Food & Beverage Service Training Manual with 225 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 star hotel or those who work at small restaurant.

I along with my team have made this manual concise and to the point so that you don't need to read boring text. This book will solve most the fears that a F & B service professional has to face every day. I would like to wish all the very best to all our readers. Don't forget to collect my other self-study hotel management training manuals. Keep visiting my blog **www.hospitality-school.com** to get free tutorials regularly.

Regards



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Owner & Admin

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SOP-01: F & B Ethics

Standard

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 ethics 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.

SOP-25: How to Greet the Guest

Standard

To maintain a professional and warm attitude to greet the guests by maintaining the standards.

Procedures

1. Acknowledge and Welcome guest.

A. Body Language

- Welcome guests with a smile within 10 seconds (upon guest arrival) and establish eye contact with the guest and greet the guest in a positive body posture.

B. Language

- Greet the guest by saying “Good Morning/ Afternoon/ Evening (according to the time of the day), Sir/Ma’am, welcome to XXX Hotel” (if possible, use guest name).
- Welcome the repeat guests with their names by saying “Good Morning/ Afternoon/ Evening (according to the time of the day), Mr. X”.
- If you are busy with other work politely ask the guest that you join him/her shortly.
- Apologize for keeping the guest waiting and proceed with the normal procedures.

2. Check for Reservation

- A. Ask Guest if he/she has a Reservation by saying: Do you have a reservation, please?

B. If the Guest has Reservation:

- Ask for guest's name by saying: "May I have your name, please".
- Check the reservation book and repeat reservation back to guest to ensure by saying: Mr./Mrs./Ms.... Your table for ... (number of persons) is perfectly ready for service.
- If the reservation is applicable for guest then confirm other details (e.g. non-smoking table, quiet area, etc.)

C. If the Guest does not have any reservation:

- Ask for guest's name by saying: "May I have your name, please".
- Check whether the guest is staying in the hotel.
- Write down name and details of guest in reservation book.
- Ask guest how many persons is the table for by saying: "Mr./Mrs./Ms X May I know how many persons is the table for".
- Ensure other details, for example, smoking or non-smoking area, near the window, buffet etc.
- Inform guest that without prior reservation they may have to wait for a while (if possible notify the length of time) and suggest them to wait in the lounge /bar.
- Inform guest as soon as the table is ready. If the guest waits in the bar for a table, notify the bar manager.

3. Offer assistance:

- Offer to take coats, jackets or bags.
- Ensure security of property. Issue a receipt for any valuable items.
- Ask for any further help.

4. Remarks:

- The GSO should note down details of guest on table plan and communicate them to the restaurant staff.

Our Current Training Manuals

- ★ Food & Beverage Service Training Manual with 225 SOP
- ★ Hotel Front Office Training Manual with 231 SOP
- ★ Hotel Housekeeping Training Manual with 150 SOP
- ★ 170 Hotel Management Training Tutorials
- ★ Professional Waiters Training Manual with 101 SOP
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