

PHI 102 Serve 'em Right (Part I & Part 2)

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After you've gotten the very best people, it's time to train them properly. In just five hours, divided into two easy-to-schedule 2.5 hour segments, your front of the house trainer will be trained to make those good people even better. Our goal is to make the service in your restaurant not only courteous and professional, but efficient and profit-producing as well. This training session is based on the book, Serve 'em Right, The Complete Guide to Hospitality Service, and provides the knowledge a front of the house trainer needs to implement an effective training program.



Course Description

- Customer Service and Guest Expectations
- Table Set Up, Course Procedure and Clearing
- Classic and Contemporary Styles of Service
- Approaching the Table,
- Menu Presentation and Wine List Handling
- Alcohol Knowledge & Wine Protocol
- Hot and Cold Beverage Service
- Food Service
- Taking the Order and Applying Salesmanship
- Check Writing to Know Who Gets What
- Multiple Tables
- Exceeding Guest Expectations
- And more...

Who Should Enroll?

Service trainers, supervisors or dining room managers, banquet managers, and restaurant owners who want to improve or complete their training system.

Pre-requisite: PHI 100 Program Overview & Service Evaluation

Class Time: Two 2.5 Hour Workshops



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