



**RESOURCE LIBRARY - RESTAURANT
Introduction Handout**

Code: 03.11.001

Edition: 1

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Welcome Message!

You are now a part of a team of professionals working together to create memorable dining experiences for our guest. Your personal contribution to the continued success of this hotel is not only related to your own success but also to the success of your fellow employees.

Most of the time, you will be in direct person-to-person contact with our guests who will judge your service and attitude towards them. Their satisfaction is our utmost goal since a well-satisfied guest will return again and recommend our services to friends.

Your performance in relation to the operation of the entire hotel can be compared to a link in a chain, meaning that a smoothly run operation depends on the co-operation and teamwork of all departments.

It is therefore a must for all of us to know exactly our duties and to work together, co-ordinating our efforts towards this common goal:

Satisfaction Of All Our Guests

We welcome any suggestions you may have for improving our products and services.

We wish you success in your new position and a long and rewarding career.

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Your Qualifications as a Restaurant Employee

Intelligence

With the amount of knowledge you have to acquire , the number of duties you need to perform quickly, carefully and accurately, and the number of people you are to deal with cheerfully and courteously, you have to have considerable intelligence.

Manner

Act and behave like a well conducted lady or gentleman, and you will in turn be treated the same.

Stand and walk like a lady or gentleman. Slouching and leaning are ungraceful. Walk at a brisk pace but do not run. The basic rule of good manner is not to do anything that will offend others. For instance, smoking bothers and should not be done on duty. Gum chewing whilst on duty is not gentleman-like and detracts natural charm.

Practice good manners on and off the job, until it becomes part of you. You should apply them in the kitchen as well as in the dining room. Do not forget to say “please” and “thank you”. Remain polite at all times and never let the bad manners of others affect you.

Self Respect

If you do not respect yourself or your work, you cannot expect others to do so.

Never be apologetic about your job. If someone asks you what you do, never say “I am just a waiter/waitress”. Stick out your chest , look them straight in the eye, smile and say, “ I am a waiter/waitress”, and so conduct yourself both on and off duty that you will be a credit to yourself and all other restaurant employees.

Interest

You spend much less than half the day working, so there is no reason why you should not enjoy your work.

If you are not happy with your job as a restaurant employee, you should look for another job that you can enjoy; but if you truly like people, restaurant work can be very interesting indeed.



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Carefulness

You are working with valuable material and equipment, and you should learn to work carefully.

You should find out the right way to do things and practise doing everything the careful way, the correct way, the quiet way, until you become skilful at it. Doing things any old way when guests and supervisors are not watching and trying to remember to do them right when they are watching will only hold you back in the development of your skills. It is just as easy to do things the right way as the wrong way.

By practising good working habits you will soon pick up speed. Working carefully will help prevent injury to yourself and others.

Quickness

This is an asset in the Food Service business where there are many peak busy hours.

Learn to work quickly by constantly watching for time saving methods and doing things right.

Capability

By practising good working habits you can develop your capability. A capable person is always looking for ways to learn and improve. He plans and works efficiently in the best interest of the guests and establishment.

Initiative

This means doing what has to be done without waiting to be told.

A good restaurant employee knows what work has to be done and does it without having to be reminded constantly. He sees new ways to improve old methods.

Dependability

A dependable person is one who is where he is supposed to be when he is supposed to be there. Doing the job he is supposed to be doing in the way he is supposed to be doing it, whether there is anybody watching him or not.

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A dependable employee comes to work on time and does not leave early without permission. He informs the management immediately if he is unable to report to work so a substitute may be arranged.



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Loyalty

In the Food Service business, this means a desire to maintain and improve the good name of the industry.

A loyal employee does not criticise his employer and establishment and does his best them being criticised by others.

Willingness

This means to obey written rules and regulations as well as to comply with verbal instructions.

Listen carefully to new suggestions and follow instructions intelligently. Know what you are required to do.

Honesty

A person is considered dishonest when he takes money which does not belong to him.

Food and supplies cost money and so it is just as dishonest to take them away as money. An employee who wastes time on the job, comes in late and leaves early is taking money that has not been earned.

Confidence

When you have learned to do your work well, you will have confidence in your ability. When you are well groomed, you have confidence in you appearance.

Recognise your abilities but beware of over-confidence. Do what is required of you without having to be reminded.

Tolerance

This means trying to see things from other people's point of view as well as your own.

Keep an open mind for all people at all times. Everyone has the right to his opinion. Respect it, it may be just as right as yours. On the other hand, you could be wrong.

Ability To Take Criticism



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Everybody can make a mistake, the only person who never makes a mistake is the person who never does anything.

When you make a mistake, admit it honestly and you will find the other person defending you. If you try to hide it, you invite criticism. Criticise yourself and let your mistakes teach you a lesson.

Enthusiasm

Look around you and you will see that the people who are leaders are the ones who are enthusiastic. If you bring enthusiasm into your work you will enjoy your work.

Friendliness


It is very important to be-friend the people with whom you have to work everyday. It will make your work more pleasant. It is a very good policy, for instance, to make friends with other departments.

Be friendly with new employees, be friendly with the guests, but do not allow friendliness become familiarity.

Keep Improving

The qualifications of a good restaurant employee are many, but the rest of them are qualities which will help in any job. Nobody is so perfect that he can live up to all these requirements all at a time, but set your standards high and check back once in awhile to see how you are getting along.

When there is a chance for promotion, the employee with the best qualifications will usually get the job.

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The Professional Base

Choosing a restaurant profession, a young man or woman generally thinks he will find an easy an interesting profession which will give him the possibility of earning much money. It is a very nice profession indeed, but first, think of all the advantages that this profession offers such as continuous contact with people from different countries, races and nations, and studying foreign languages. However, even after a few months of practice you will see that the steps to success are long and difficult.

A. Quality

To be sure of success you should have good health, to be able to speak clearly and without difficulty, like your chosen job and possess a sense of discipline, having an agreeable character and be willing to do further professional studies and be honest from every point of view.

B. Behaviour and Appearance

Have a natural attitude, hold yourself in straight position, always be well groomed, never have long hair, always keep your hands and nails nicely cut to acquire cleanliness. Whilst on duty, you should always wear a nice clean uniform, shining black shoes and black socks. Make sure that you look as if you were ready for “an evening out”.

Following these advises will mean to you added incoming tips, growing security, better relations with you fellow colleagues and perhaps even a better private life.

C. *Attitude and Manners*

To be a more successful person in dealing with people, we firmly believe you must:

1. Smile
2. Leave your troubles at home
3. Be a good listener
4. Get the order straight
5. Learn the name and use it
6. Keep a good appearance
7. Give good service

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1. *Smile*

When you smile at a person, he usually smiles back. Your mental outlook on the job must be good if you are going to perform a good service. And don't forget a smile means welcome, which is exactly what we are trying to say to all our guests.

2. *Leave your troubles at home*

We realise that not everything goes well every minute of our lives. A sick sister or mother is a real problem to you but not to others. People are never interested in someone else's problems, so leave your troubles at home.

3. *Be a good listener*

4. *Get the order straight*

Always be ready and concentrate yourself to take an order from the guests. Once you have taken the order, be sure that you repeat the order politely so corrections can be made immediately. If you do not understand - ask!


5. *Learn the name and use it*

There are many ways to find out the guestname, and you should try all of them. Many guests will come back to your outlet for various reasons - and it is our job to know his or her name so we can politely greet them and make the guest feel at home.

6. *Personal Hygiene and appearance*

It is extremely important that we wash ourselves daily and appear for work fresh and clean. Prior to starting work make it a daily routine to check yourself in a mirror and pay attention to the following; your hair, face, teeth, fingernails, uniform and shoes.

The hotel has issued guidelines regarding Grooming and Hygiene in order to have all employees present themselves at their best to the guest. These standards are to be kept at all times.

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7. *Manners*

Practise good manners on and off duty, and it will become part of you.


Do not forget to say “Please”, “Thank you” and “You are welcome”. Remain polite at all times

Act and behave like a well conducted lady or gentleman and you will be treated the same way.

A well groomed member of the staff inspires confidence in the guest.

Speak clearly and listen carefully to the guests or your supervisor.

Make sure you understand what the guest is asking you, at all times.

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Safety

Safety is everyone's responsibility. A safe and healthy work environment benefits employees and guests. To protect yourself and other please observe the following rules:

- Wear rubber soled shoes and in good repair
- Familiarise yourself with fire exits, extinguishers and procedures
- Dry any spills or wet surfaces immediately
- Remove any chipped or broken dishes or glassware to the bin designated for that purpose
- Handle cutlery with care
- Remain alert at all times
- Report any accidents, however minor to your superior.

AND THE FOLLOWING TIPS

1. Falls

- Exercise extreme caution in going up and down stairs
- Always use the handrail
- Take one step at a time
- Walk, do not run
- Watch where you are walking; develop the habit of looking out for equipment or slippery spots on the floor
- Correct any condition that would cause a fall before you are injured - do not wait to be told
- Carry only as much as you physically are able to manage
- See that your vision is not obscured
- Do not carry a load that is too heavy or bulky. Ask help or make a second trip if necessary
- Never climb on furniture, always use a step ladder or proper stool.

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2. Cuts

- Never put your hand down into a waste basket. It may contain broken glass or bottles and sharp objects.
- Watch for metal edges and chipped places on glass shelves when washing or dusting

If you cut yourself: Wash the cut area carefully
Seek First Aid assistance immediately

3. Burns

- Make sure any possible hot objects (cigarette butts) have cooled before handling them
- Never handle electric cords with broken insulation or exposed wires (report any such conditions immediately)

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WE WANT YOU TO SUCCEED

You were selected to join the team of this hotel because we believe you have the qualities to perform your job well. The most important part of your job is satisfying guests. That means putting the guest first and always considering his/her comfort and enjoyment.

Another important part of your job is learning to perform your job duties in the most professional and efficient manner possible. Your supervisor and skills trainer will train you, but it is up to you to practice and continually improve the way you do things.

Getting along with co-workers is also part of your job. As a team member, your co-workers are counting on you to come to work when you are scheduled, do your fair share of side duties and lend a helping hand whenever it is needed.

We want you to succeed. Please let us know how we might help you serve your guest better.

GOOD LUCK