

Knowledge Training Manual

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TRAINING PROGRAMS

RESTAURANT PERSONNEL

PART I

Your Qualifications as 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 required 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 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 employee.

Interest

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

If you are not happy with your job as 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.

Help your department, thrive and improve. Be enthusiastic about new things, learn and grow.

Carefulness

You are working with valuable material and equipments, 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 skillful 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.

Be 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 clients and the 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 do it, whether there is anyone watching him or not.

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.

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 criticize his employer and establishment and does his best to prevent them being criticized by others.

Willingness to Accept Direction

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 or give 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 your appearance.

Recognize 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

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. Criticize 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 to 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 of these requirements all at a time, but set your standards high and check back once in a while 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.

END OF PART I