

## TRAINING PROGRAMS

### RESTAURANT PERSONNEL

#### PART III

#### Attitude and Manners

To be a more successful person in dealing with people, I 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

#### 1. Smile:

What am I trying to say here? simply this, your mental outlook on the job must be good if you are going to perform a good service. And don't forget a smile - it means so much to help you reach this outlook, so that first suggestion of good service comes into play - smile - when you greet your customer, say something really big, like "good morning" or "good afternoon" or "good evening" or "it is a nice day, is not it?". When you smile at a person, he usually smiles back.

#### 2. Leave your troubles at home:

I realize that as human beings everything does not go well every minute of our lives. A sick sister or mother or one can get you into an argument at home before you go to work. But for godness sake, remember other people are really not interested in your trouble. So the best thing you can do is to leave your troubles at home.

#### 3. Be a good listener:

4. Get the order straight:

Always be ready and concentrate yourself to take a order from the guests. Once you have taken the order, be sure that you did not misunderstand. Repeat it back in a polite way. Just remember, if something can be misunderstood, it will be misunderstood.

5. Learn the name and use it:

Here are some people who are regular guests at a hotel or restaurant, he comes back for many reasons. But the waiter or waitress should give him another reason to come back - the use of his name. Don't be afraid to call him by name. (that sweet sound).

6. Personal hygiene and appearance:

Today we all have running water in our homes and a daily clean over is a must. But this is only a part of good grooming - our overall appearance must be acceptable.

- Hair: Let's start at the top and work down. The hair should be cleaned and combed, short for men.

- Face: Talking about the face - each one of us has his own, some are pretty, others not so pretty. We have what we have and that's it, but we do have the responsibility of keeping it clean.

Men should shave daily - no one likes to see the "nabs" showing, and the girls should keep themselves powdered and have the proper amount of make-up.

- Teeth: Part of that face of yours is the teeth and the odour comes out from the mouth.

- Fingernails: Another part of good grooming is the hands and particularly the fingernails. They should be kept clean. To me, there is absolutely no excuse for dirty fingernails - I have found that by keeping my nails clipped short, dirt is not able to get under them. Also follow the suggestion in the rest room "For health's sake, wash your hands."

- Uniform: Most restaurants have their waitresses or waiters in uniform. The simple purposes of having you in uniform is so that you can be distinguished. The fresh, crisp uniform also gives the appearance of cleanliness. Be certain that your clothes fit well and are clean and pressed.
- Shoes: No one can give good service if his shoes cause his feet to hurt and the appearance of the shoes is also important. I don't mean to say that a mirror shine is required, but your shoes should be clean and polished.

Personally, I always look at five things when I meet someone - his hair, teeth, fingernails, clothes and shoes. Can you pass inspection?

### 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 conduct lady or gentleman and you will be treated in the same way.

Scratching and leaning in public area will not be tolerated.

Walk in the public areas at a brisk pace but do not run.

To be sure of success, you must always keep a very good appearance.

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 that the guests is asking you, at all times.

END OF PART III