CORE-VET

FOOD & BEVERAGE SERVICE

INTRODUCTION

Food & beverage industry is usually defined by its output of products, to satisfy people's various demands of food & drinks. But it doesn't include the manufacturing of food & drink and its retailing. In today's world, the food & beverage service industry has expanded a lot and now-a-days, as per calculation it is serving more than 100 million meals per day. It has spread across all walks –of life. Hotel, restaurants, industrial canteen, hospital canteen, railway, airways, all are now part of food & beverage service industry. The basic function of this industry is to serve food & drink to people, to satisfy their various type of needs. The main aim is to achieve customer satisfaction.

BASIC SKILLS

FOOD &
BEVERAGE
SERVICE

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READING

1 hour

CONTENT
- reading memos
- reading training manuals and manuals for the operation of machines

Reading skills refer to the specific abilities that enable a person to read with independence and interact with the message.

Reading refers to the skills needed to understand and apply information found in sentences and paragraphs.

At work, people use reading skills to locate and use information from memos, emails, manuals, reports, proposals and other written material.

READING

READING MEMOS

A memo or memorandum is a communication note that records events or observations on a topic. Memos are typically used within a business environment as an interoffice communication tool and can serve many purposes. Today, emails can be considered a common type of memo. For example, they call attention to issues that may need to be resolved, they update clients and other colleagues on the status of active projects, and finally, they give solutions to colleagues on issues that are related to the project being worked on. They are good tools to provide a concise method of delivery.

From	Bar				
To	Main Kitchen		Date	8-Sep	
Quantity		Description	Unit Price		Amount
1		750 mL Sneed's sherry	$7.15		$7.15
1		750 mL red wine	$6.30		$6.30
			Total		$13.45
Sent by	*Joe—Bartender*				
Received by	*Paul—Chef*				

USE AN INFORMATIVE SUBJECT LINE

Be specific from the beginning, tell the reader what the subject of the memo is and what is a proposal, progress report, question, or result. The subject line is one of the first things the reader is going to look at as soon as they pick up a memo. For this reason the subject line needs to be informative so the reader knows exactly what they are reading as soon as they look at the memo.

READING

READING MEMOS

USE STRONG OPENING SENTENCES

Like a subject line the first few sentences need to elaborate on the topic and purpose of the memo. This gets the reader right into the information and avoids wasting time on lengthy introductions. Don't waste time and space with irrelevant information, get right into the issue at hand.

KEEP IT PERSONAL

Memos always have a conversational style, and use words like "I", "you", and "we". It sounds more natural to say, "I would like you to do this" and it is more personal because you are addressing a specific individual. To get action from people, write in the active voice as opposed to the passive voice. Write as if you were talking to the person face to face. Use contractions, however, avoid using slang words or phrases that might be misconstrued by a reader. On the other hand, keep the document appropriate for a work place setting.

Although technical writing is not meant to sound academic, it is also not meant to sound unprofessional. A memo is a business document which is a reflection upon a business itself. It is also a legal document that can be kept for many years and can be used as a reference in given situations.

It needs to stay formal and professional. Colleagues, superiors, and clients do not want the document to be too casual because it can be possibly interpreted as disrespectful. Never start a memo like you are talking in a conversation with a friend, using words like, "hey and hi." You always want to start a memo using a professional opening, such as "hello" or "dear," etc. This applies even when the person you are writing the memo to is a close friend.

DO NOT GET WORDY

Avoid words that might not be known to readers. The language should be simple, but it should not be overly simple. Instead of writing "per your request" think of using a more casual way to say it for example, "as you requested" or "as you wanted" would be more appropriate. Be brief.

REMEMBER MEMOS ARE PROFESSIONAL DOCUMENTS.

AVOID "FLUFF" WORDS

Get to the point by keeping to the important topics, while avoiding the use of fluffy adjectives. No one likes to have to read between the lines when they are on a limited schedule. Be honest in your word choice, without sounding wordy or pretentious. Only use jargon if it helps keep the memo concise and you are sure that the reader will understand the jargon. Your English teachers will all disagree, but in business, short and sweet is the standard for memos.

READING

READING MEMOS

CHECK BEFORE YOU SEND

Take time before you send the memo to make sure that you have covered all the correct information. Double check names, dates, and the specifics of the project/topic to make sure that everything is accurate and up to date. Keep in mind that any written business document is legally binding, which means everything in the memo needs to be accurate. Make sure that you look at your spelling, since the spell check on the computer program is not always reliable.

DON'T BE OVERLY SINCERE

Try to avoid phrases such as "we're sorry for any inconvenience this may have caused" or "please don't hesitate to call." Too many phrases such as this may appear to be insincere or trite to some readers. You can be honest without sounding like a child. Do not overuse cliché phrases; instead, make sure to express yourself and make sincere apologies when appropriate.

BECOME THE READER

Keep your reader in mind when you are writing a memo. One tip for achieving a reader-centered memo is to pretend that you are having a face-to-face conversation with the memo recipient. Again, make sure that you are professional, yet, at the same time, get the point across to your audience by being clear and concise.

MAKE THE END THE BEGINNING

Memos often begin with a statement of the problem or a found solution.

Put what you want the reader to get out of the memo at the top and then continue to go into more detail in the body of the memo.

This is known as an inverted pyramid style of writing. This style of writing is important because readers often only take time to skim memos.

Putting the most important information at the beginning of the document ensures that the reader understands the purpose of the document. Most readers will miss the important subject if the memo is not written this way. This is mainly due to the fact that they are skimming towards the middle of the document and are not thoroughly reading the memo.

Another tool that accounts for the skimming of memos is the use of bullet points, tables, and lists. These can be effective because they summarize the current situation of the project, as well as offer a checklist for future reference on things, such as deadlines.

Bullet points are easily accessed by the reader and can relay important information to the reader quickly and concisely.

READING

READING MEMOS

LIST RECIPIENTS OF THE MEMO

It is considerate to inform the readers of who all is receiving the memo you have written. This way the readers know who the informed audience is and who has this information. This enables the readers to be prepared to explain the situation and answer questions from others who have not been informed through the memorandum.

INITIAL YOUR MEMO

Like signing a letter, initialing a memo that is to be mailed is a sort of stamp of approval from you.

The basic structure of a memo is:

- Statement of the Problem
- Discussion of Why the Problem Exists
- Suggested Course of Action
- Your Concluding Statement

DO NOT GIVE TOO MANY WHYS

It's necessary to explain why you want something done, but be sure not to overdo it. A memo should be short and to the point. The reader will not read the entire document, so the memo needs to be able to be skimmed easily.

KEEP PARAGRAPHS SHORT

Limit each paragraph to about five lines or less. Put each reason in a separate paragraph, rather than bunching them up. If a paragraph gets too long, the reader's attention is lost and the purpose of the document is gone. It is natural for people to skim and find key words to focus on when reading a document. If the paragraph is long, they will resort to looking less for key words and try to skim through it even faster.

CALL TO ACTION

Close your memo with a call to action. It's simple; if you want a response by Friday at 3 P.M., then say so. This gives the reader an obligation to send you something back.

CLOSING

The closing in a memo is as simple as a signature line. The signature line needs to include a contact phone number, e-mail address, and, if your company has a Web URL, that should be included too. A closing line may not be needed will depend on your relationship with the recipient.

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READING

READING MEMOS

DATES

Make sure you write any dates in the following format: month in written format, (ex. December), followed by the day in numerical format, concluding with the year in numerical format. This format is important so that dates are not confused. If the memo is sent to another country, the date will not be misinterpreted.

LEGALITY OF DOCUMENT

Memos are legal documents. That is why it is important to write them in a professional manner. The date is not only beneficial for the employees within a company, but it is also beneficial in the event that a court case arises. Dates can be used as a form of documentation. Furthermore, a memo should always be accurate and honest. Do not state something that is knowingly inaccurate. Make sure to always check your facts. Memos can be required in court if the business gets sued. These documents need to be formal, accurate, and business-like, since they may provide proof that something was or was not done.

The legality of the document also heightens the importance of professionalism within a memo. Do not include nicknames or inside jokes. If jokes are stated, the courts may think that it is a code used between people and may be a red flag for the court system. If these documents are read in court, it reflects badly upon the company. Also, in order to protect oneself, do not commit anyone but oneself to a time schedule, unless it has already been agreed upon.

HOW MEMO LOOKS

Beginning of a Memo

When typing memos in a company setting, the very top of the memo should contain the company name and that it is an office memorandum, only for office distribution. If this is not the case then your memo will start like this:

- TO:
- FROM:
- DATE:
- SUBJECT:

Sample

TO: Candace Harris

FROM: Mary Sealy

DATE: January 1, 2014

SUBJECT: Join us at the yearly picnic

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READING

READING MEMOS

MIDDLE AND END OF MEMO

After the subject line use a double space before starting the body of the memo. In memos do not indent paragraphs, just double space between each one.

One thing to remember is that most memos will only be a page long, but if you do go over a page then you will need a header on the second page. The header will include your name, the page number, and the date.

The ending of an informal office memo might only have the sender's name. If it is a more formal memo, then the person should put their full name, along with their job title and contact information. It is also customary to initial memos by hand next to your printed name at the top.

Sample

John,

Our yearly picnic will be held on Saturday, March 3. We are looking for volunteers to help with the set up, cooking, and clean up. If you are interested, please let me know by January 15.

Jane

FINAL PRODUCT FOR MEMO

To: John Doe

From: Jane Doe

Date: January 1, 2000

Subject: Join us at the yearly picnic

John,

Our yearly picnic will be held on Saturday, March 3. We are looking for volunteers to help with the set up, cooking, and clean up. If you are interested, please let me know by January 15.

Jane

THIS IS AN EXAMPLE OF A GOOD MEMO

MADISON COUNTY
COUNCIL OF GOVERNMENTS

County Government Center
16 East 9th Street, Room 100
Anderson, IN 46016
Phone: (765) 641-9482
Fax: (765) 641-9486
Website: www.mccog.net

MEMO TO:	Madison County Communities & Madison County
SUBJECT:	2012 Food & Beverage Applications
MEMO FROM:	Jerrold L. Bridges, Executive Director
MEMO DATE:	June 15, 2012

Please find enclosed the application package that has been prepared for the distribution of the County's share of food and beverage tax revenues. Each package contains a timetable for the process, an application form, and a set of guidelines for the application process. Packets are being distributed to the highest elected official of each community or town in the county. In addition, the Clerk-Treasurer will receive the information for the community as well.

The staff of the Council of Governments will be available to provide assistance to any city or town needing guidance in regard to the application process. A copy of the application in Microsoft Word is available at our website at www.mccog.net. You will find an icon on the home page that will take you to the link on our website.

If you have any questions or need additional information, please feel free to contact me at (765) 641-9482.

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READING

READING TRAINING MANUALS

A training manual is a book or booklet of instructions, designed to improve the quality of a performed task. Training manuals are widely used.

A training manual may be particularly useful as:

an introduction to subject matter prior to training

•**an outline** to be followed during training

•**a reference** to subject matter after training

•**a general reference** document

A training manual may form an important part of a formal training programme. For example, it may help ensure consistency in presentation of content. It may also ensure that all training information on skills, processes, and other information necessary to perform tasks is together in one place.

TRAINING MANUAL
FOR RESTAURANT STAFF

Prepared By: _____
Prepared For: _____
Date: _____

Training manuals can be designed to be used as:

Work books – used in training sessions to provide basic information, examples and exercises.

Self-paced guides: designed for trainees to work through on their own.

Reference manuals: for containing detailed information on processes and procedures.

Handouts: provide general information to support training done during the session.

Job aids: provide step-by-step instructions to be used in the workplace.

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READING

READING TRAINING MANUALS

EXAMPLE:

IMPORTANT NOTICE TO ALL KITCHEN STAFF: PLEASE READD!

The meat-slicing machine should be cleaned after each use.

Before cleaning, make sure that the power cord is unpluggedfrom the electrical outlet.

Remove and clean the blade with hot soapy water.

Apply a thin layer of olive oil to prevent the blade fromrusting.

Replace the blade immediately after cleaning.

Question:

According to the important notice, what should the kitchen helper do before cleaning the machine?

  A. Rinse the blade with cold water.

  B. Apply olive oil to the blade.

  C. Unplug the meat slicing machine from the electrical outlet.

  D. Turn off the machine.

Answer: C

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DOCUMENT USE

2 hrs

CONTENT
- Reading menus and price lists
- Reading coupons for discounts
- Reading labels on wine bottles
- Reading lists for table set up
- Reading bills for food orders which may contain names, amounts, room numbers and lists of the items ordered
- Reading work schedules which are often in a tabular format containing names, shifts and days

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DOCUMENT USE

READING MENUS AND PRICE LISTS

WHY STUDYING MENU IS GOOD FOR A WAITER

As a server you should be well knowledgeable and aware with every details of menu of your restaurant including menu changes, price changes, special dishes etc. Good command over menu will help you to qualify your service by suggesting dishes, suggestive selling or answering questions that are derived from the guest.
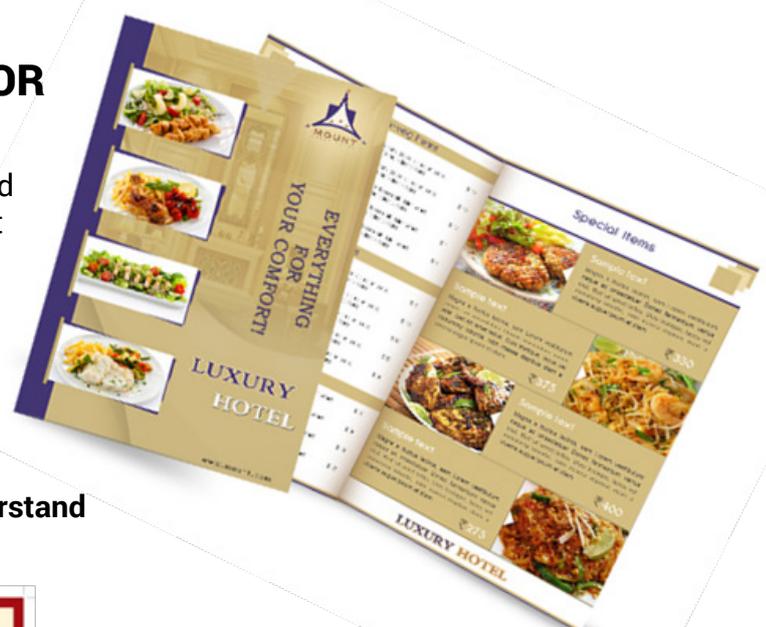
Here are few key points that will help you to understand why you should study the menu in details:

You should be update with the menu due to changes in prices or dishes according to the increasing ingredient cost or seasonal availability of food items.

Learn about the special dishes that you would be able to fulfill guest's query and help them to choose right food. Ask for help from the chief if it is required.

DOCUMENT USE

READING MENUS AND PRICE LISTS

Getting detail idea about menu will help you to provide accurate information of any meal to suggest side orders to the guest.

To provide authentic suggestion, know the food by own tasting.

You should know which foods are "ready to order" foods for guest who are in a hurry and which foods are "cook by order"

Recipe of food items etc.

You can also help the guest through having particular information about food and beverage of the menu in following cases:

Some guest may have prone to allergies to the availability of certain food or ingredients in the menu items. Knowing the menu could make you capable of answering their questions or queries regarding those certain ingredients.

Vegetarian guest are strictly reluctant to have non vegetarian foods. Become well informed about the vegetarian items and help them in selecting right choice.

Know well about the prices and suggest them according to their budget.

Children are very sensitive about food selection. Know about the kid's choice or items in the menu and suggest them in selecting appropriate food for them.

Involve your chef, sous chef or someone else in the know from the kitchen staff to go through the menu with your servers and bartenders.

GUESTS ARE ALWAYS IMPRESSED BY A SERVER WHO KNOWS HER MENU AND HOW TO SELL IT.

KNOW YOUR MENU

Menu is printed list of food and beverage that are offered by the restaurants and served according to the guest order.

In some restaurants, menus are kept on each table before guest arrives. In most of the cases, waiter present menu just after guest arrives. In some restaurants, first guests are served after premeal beverage items are served. So, first learn your restaurant's policy.

Also there is a traditional trend that menus are presented form left side of the guest. Politely present the menu by saying "Here is the Menu, sir/madam".

If there is a group then you should first present menu to host or any woman.

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DOCUMENT USE

READING MENUS AND PRICE LISTS

THERE ARE SEVERAL TYPES OF MENUS

Different restaurants could have different styles of menu. For example, printed on the hard paper, printed on the placemat or attested on the wall above the counter.

DINNER MENU

A LA CARTE MENU

SPECIALTY MENU

DESSERT AND WINE MENU

MENU **DU JOUR**

CHILDREN'S MENU

READING COUPONS FOR DISCOUNTS

Fill out customer surveys after dining at a favorite restaurant. As waiters or waitresses, you will often ask your guests to complete a customer service survey online to receive a discount on a future meal. Some restaurant websites offer printable coupons or may present a code to provide to your server on a future visit for a free appetizer, beverage or entree.

Involve your chef, sous chef or someone else in the know from the restaurant staff to go through the various coupons for discount with you.

DOCUMENT USE

READING LABELS ON WINE BOTTLES

HOW TO READ A RESTAURANT WINE LIST

Wine lists today are grouped by type or flavor. On most lists wine is listed in sequential order starting with the sweetest and most mild wine progressing to the fuller and drier in taste wines.

Begin at the top of the list. First check out the champagnes or bubbles which you will find listed in order from mildest to strongest. Then are the sweet white wines which are commonly called blush wines and will start with the sweetest ending with the least sweet. These will be your aromatic and fruity wines including the White Zinfandels and Reislings.

Move on to the dry light to medium intensity white wines which are bright and crisp with bolder flavors. These wines will be listed from mildest to strongest and will include Fume Blanc, Sauvignon Blanc, Pinot Gris and Pinot Grigio. For something a little more intense move on to the dry, medium to full, intense white wines. These wines will be listed in order from milder to strongest. This is where you will find Chardonnay and perhaps a Sauvignon Blanc or two with a very fruity, luscious, strong finish.

SOMETIMES THE WINES ARE LISTED IN REVERSE ORDER – FROM RED WINES TO SPARKLING ONES.

Move on to the red wines. To begin, you will find the dry light to medium intensity red wines. This includes Pinot Noir, Merlot, Shiraz and some of the milder Cabernet Sauvignons. These wines will range from fruity with a light body to a powerful fruit taste. The mild and mellow wines are the Bordeaux wines. For something a little richer move over to the dry medium to full intensity red wines. This is where you will find most of the Cabernet Sauvignons and Red Zinfandel. Most lists will also have Meritage and Syrah wines. These wines will be soft, spicy fruity and bold in flavor/finish.

WINE LIST

RED WINES
Trio Cabernet Sauvignon 2007
Dry red wine
It has red fruit flavors like cherry and wild strawberry.
It is an acidic, fresh, lightly tannic and structured wine

Majestik
Dry red wine
Deep red color, clean, intense, fresh and ripe

Cabernet Souvignon 2007
Dry red wine
It is a spicy, oaky, well balanced and structured wine with matured red fruit flavors.

Shiraz 2007
Dry red wine
It is an elegant, balanced and fresh wine with intense red fruit flavors.

Merlot 2007
Dry red wine
It has plum, cherry, raspberry and spicy aromas.
It is a medium bodied and balanced wine.

WHITE WINES
Trio Chardonnay Narince Sultaniye 2007
Dry white wine
It has intense fruit flavors and is an acidic, fresh, round and structured wine

Sultaniye 2007
Semi-dry white wine
It is fruit and round.

Sultaniye 2007
Sweet white wine
It has intense fruity flavors with a delicate, round and balanced taste

Sauvignon Blanc 2007
Dry white wine
It has lime, Linden tea and green apple aromas.

Chardonnay 2007
Dry white wine
It is a fresh, well balanced and elegant wine with intense fruit flavors like pineapple and grapefruit

ROSE WINES
Trio Rose
Shiraz - Kalecik Karasi Cabernet Sauvignon 2007
Dry rose wine
It has a vivid pink color with red fruit flavors like cherry and wild strawberry

SPARKLING WINES
Sultaniye 2007
Sparkling wine
It is a fresh and easy to drink wine with flowery and agistic fruit aromas

DRINKS

Water	Nescafe
Cola	Espresso
Fanta	Cappuccino
Sprite	Tea
Mineral Water	Apple tea
Orange Juice	Ice tea
Fresh Orange Juice	

IMPORT DRINKS   **LOCAL D**

Whisky	Beer
Bacardi	Large beer
Campari	Raki
Cognac	Vodka
Liquers	Gin
Martini	Cognac
Gin	Glass of wi
Vodka	

DOCUMENT USE

READING LABELS ON WINE BOTTLES

Finally, the above tips are the easiest way to read a wine list. You should be able to assist to your guest.

Remember that the person who orders the wine is also the person who will be presented the wine and expected to taste the first sip.

LABEL DEFINITIONS

Here's some other terms you may find on the wine bottle label.

Vintage year: The year in which the grapes for a particular wine were harvested.

Reserve: Indicates that a wine has received extra aging at the winery before release.

Estate-bottled: States that the company the bottled the wine also grew the grapes.

UNDERSTANDING WINE LABELS

Every bottle of wine must have a label, and that label must provide certain information about the wine. Some of the information on a wine label is required by the country where the wine is made.

Other items of information are required by the country where the wine is sold.

The Anatomy of a Wine Label

Producer
Varietal
Where grapes were grown
Alcohol Content
Vintage Year

BLACKSTONE WINERY
Chardonnay
MONTEREY COUNTY
2007
ALC 13.5% BY VOL.
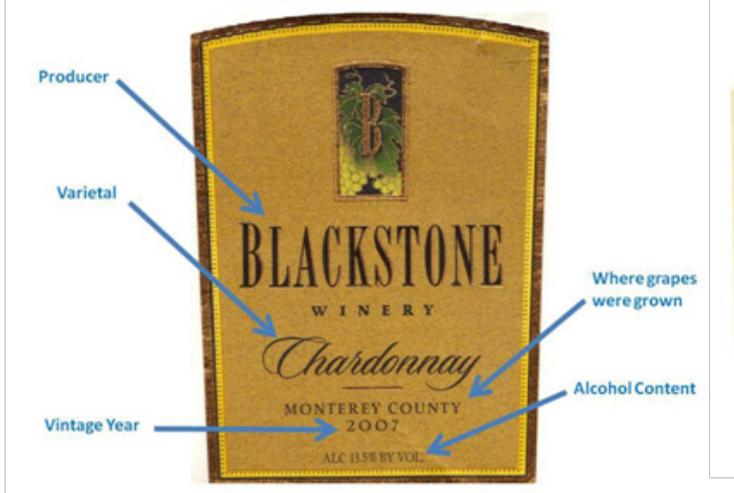
How To Read an Italian Wine Label

CASTELGIOCONDO

BRUNELLO DI MONTALCINO
DENOMINAZIONE DI ORIGINE CONTROLLATA E GARANTITA

2004

Estate Name
Brunello (a red wine clone of the Sangiovese grape) from Montalcino (one of Tuscany's most distinguished wine regions)
DOCG Classification
Vintage Year
Country of Origin
Alcohol Content
Bottler Info.
Producer (One of Italy's Oldest Wineries)

DOCUMENT USE

READING LISTS FOR TABLE SET UP

List for table set up is very important concept in restaurant.

Through the reservation list, the waiters will be able to know the schedule of their station assignment and possible number of guest on a particular day and, for example, server of-choice, table-of-choice, high chair, birthday cake etc.

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DOCUMENT USE

TAKING AND READING FOOD ORDERS

Here you can read some tips for easier taking order:

Begin by numbering the seats at a table. Pick a starting, or "focus," point. Most restaurants use the front entrance as their focus point, but, really, you can use anything.

After you've picked a focus point, look at your table. You have to number the seats in a clockwise direction starting with the one closest to your focus point.

Write each guest's order on your notepad in sequence, matching each entry to their seat numbers. For example, if Seat 1 orders prime rib, record the prime rib as your first entry. If Seat 3 goes next and orders a salad, record that salad as the third entry. This way, you know which meal goes to which seat when it's ready.

When you get to the computer to enter your order, make sure you put the seats and their orders in the correct sequence (the same as on your notepad, clockwise starting with the seat nearest the focus point). This way, there won't be any confusion when you bring out the food.

Finally, deliver the food to the table once it's ready. When you do, use your check or your notes to help you hand out the guest's food in the proper order.

parc55hotel
SAN FRANCISCO

CREDIT CARD AUTHORIZATION

Please present the credit card identified below to the Hotel contact person no later than the day of the function. Credit Cards that cannot be presented in person will not be accepted.

By executing this authorization, I promise to provide the actual credit card no later than the date of the function and I guarantee payment of the items identified below and agree that any amounts not otherwise paid, shall be charged to:

Credit Card Type: _____ Number: _____

Expiration Date: _____ Card Holder Name: _____

Company Name: _____

Phone Number: _____ Fax Number: _____

Mailing Address: _____

Signature: _____

GROUP /GUEST INFORMATION

Group/Guest Name: _____
(For multiple Groups/Guests, please attach rooming list)

Function Date(s): _____ Reservation Number(s): _____

PAYMENT OF THE FOLLOWING IS GUARANTEED:

(Please initial items) *********** AUTHORIZED INCLUSIVE DATES ***********

_____ ROOM AND TAX ONLY: _____

_____ CATERING FUNCTIONS: FOOD AND BEVERAGE:
(State any dollar limit $ _____)

_____ PHONE: _____

_____ OTHER EXPENSES (Specify): _____

Comments: _____

A PHOTOCOPY OF YOUR DRIVER'S LICENSE AND THE FRONT & BACK OF THE CREDIT CARD MUST ACCOMPANY THIS AUTHORIZATION OR IT WILL NOT BE PROCESSED.

FAX TO: 415-392-4734 Attn: ERIN SAWYER Phone: 415-403-6697

For Accounting Purposes:

RECEIVED BY: _____ APPROVED BY: _____
DATE: _____ DATE: _____

NOTE: IN MANY RESTAURANTS, THE KITCHEN STAFF WILL ARRANGE THE FOOD ON YOUR TRAY IN THE ORDER IT APPEARS ON THE CHECK. THIS IS HELPFUL, BUT DON'T ALWAYS COUNT ON IT. CHECK AND DOUBLE-CHECK. EVEN IN THE BEST RESTAURANTS, PEOPLE STILL MAKE MISTAKES.

DOCUMENT USE

GUEST INVOICE / FOLIOS / BILL FOR HOTELS

Front office transactions are typically charted on account statement as Invoice or Folios. Invoice consists of Debit and Credit affecting the balance of a single guest account or room.

Usually when a folio is opened the starting balance is zero. All transactions which increase (debit) or decrease (credit) the balance of the account are recorded on the folio. When guest does the final settlement of the invoice should be returned to zero balance by any of the method of payment given by guest.

Folio is an account statement upon which guest transactions (charges or payments) that affect the balance of the guest's account are recorded.

ANOTHER NAME FOR A GUEST FOLIO IS THE GUEST LEDGER.

A guest ledger is the collection of all accounts receivable for current registered guests in a hotel, resort, and motel.

A guest folio is the account of the guest who is currently registered. The guest folio will have the customer's name, address, phone number, and credit card information on file when they check into a hotel, motel, or resort. It is also considered to be the master bill.

Reading bills for food orders may contain names, amounts, room numbers and lists of the items ordered.

THERE ARE FOUR TYPES OF FOLIOS:

Guest folio – accounts assigned to individual persons or guestrooms

Master folio – accounts assigned to more than one person or guestroom; usually reserved for group accounts

Non-guest or semi-permanent folio – accounts assigned to non-guest businesses or agencies with hotel charge purchase privileges

Employee folio – accounts assigned to employees with charge purchase privileges.

HAVE YOU DEPOSITED YOUR ROOM KEY AND THE SAFE DEPOSIT LOCKER KEY

Name : Mr. Khanna
Designation : CEO
Address : Roopa Exports Chennai
Mode of Payment: Bill to company

Folio No. 202   Status
Room No.   Tariff Rs. 10500
Locker No.

PKG. PL.   GRP.   MST.

	Arrival			
Date	Time	Pax	Dep.	
1.06.07	12.45 p.m.	01	4.06.07	

Date	Reference	Description	Base Charge	VAT	Misc. Charges	LT	ST	Dr.	Cr.	Total Bal.
1.06.07		Bar	1200					1200		
		Dinner	1500					2700		
		Room Charges	10500	1260				15460		
2.04.07		Telephone	560					16020		
		Room Charges	10500	1260				27780		
3.04.07		Break fast	750					28530		
		Spa	825					29355		
		Banquet dinner	24000		2400			55755		
		Room Charges	10500	1260				67515		
4.04.07		Break fast	750					68265		68265.00

I agree to pay the full amount of these charges, I also agree that all Charges in this account are correct.

BALANCE DUE

CASHIER'S SIGNATURE_____ GUEST'S SIGNATURE_____

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READING WORK SCHEDULES

Although many places of business close down around 5 or 6 o'clock in the evening, there are other businesses that stay open longer. Likewise, there are other businesses that stay open 24 hours a day. Places like restaurants, gas stations, hospitals and movie theaters cannot expect all of their employees to simply come from 9:00 a.m. to 5:00 p.m. Therefore, managers of these establishments must be able to create schedules to make sure there are always people available to staff the businesses during all open hours. This includes requiring some employees to come early in the day, and others to come later. Work schedules are often in a tabular format containing names, shifts and days.

Weekly Work Schedule

Restaurant: Mu   Week Ending: February 19, 2011

Title	Employee	Sun 2/15	Mon 2/14	Tues 2/15	Wed 2/16	Thu 2/17	Fri 2/18	Sat 2/19	Total
Partner	Lilly			2pm-10pm	2pm-10pm	2pm-10pm	10am-4pm	10am-4pm	36
Partner	Liz			10am-4pm	10am-4pm	10am-4pm	3pm-11pm	3pm-11pm	34
Head Chef	Gretchen			6am-2pm	6am-2pm	6am-2pm	6am-2pm	6am-2pm	40
Sous Chef 1	Cameron			6am-2pm	6am-2pm	6am-2pm	6am-2pm	6am-2pm	40
Sous Chef 2	Thai			12pm-8pm	12pm-8pm	12pm-8pm	12pm-8pm	12pm-8pm	40
Sous Chef 3	Matt			1pm-9pm	1pm-9pm	1pm-9pm	1pm-9pm	1pm-9pm	40
General Mgr	Gabrielle			10am-5pm	5pm-9:30pm	10am-5pm	5pm-12am	5pm-12am	32.5
Supervisor	Kevin			5pm-10pm	10am-5pm	5pm-10pm	10am-5pm	10am-5pm	31
Waiter 1	Toby			10am-4pm	10am-4pm	10am-4pm	4pm-11:30pm	4pm-11:30pm	33
Waiter 2	Brenden			4pm-9:30pm	4pm-9:30pm	4pm-9:30pm	10am-4pm	10am-4pm	28.5
Waiter 3	Shirley			10am-4pm	10am-4pm	10am-4pm	4pm-11:30pm	4pm-11:30pm	33
Waiter 4	Nicole			4pm-9:30pm	4pm-9:30pm	4pm-9:30pm	10am-4pm	10am-4pm	28.5
Dishwasher 1	Patrick			10:30am-5pm	10:30am-5pm	10:30am-5pm	5pm-12am	5pm-12am	33.5
Dishwasher 2	Andrew			4pm-10pm	4pm-10pm	4pm-10pm	10:30am-5pm	10:30am-5pm	31
Hostess	Chelsea			5pm-9:30pm	5pm-9:30pm	5pm-9:30pm	5pm-11:30pm	5pm-11:30pm	26.5

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Opening & Closing Checklist for a Restaurant

Running a smooth and productive restaurant requires the balanced coordination of staff, vendors and inventory.

In essence, the restaurant's efficient operation is dependent upon its preparedness.

While a busy restaurant can quickly deplete its inventory and distribute its change, it must remain consistently prepared for the following workday.

The restaurant's opening and closing checklists help to reorganize and replenish the depleted items to keep the business unswervingly equipped.

Manager's Closing Checklist

Manager _____ Date _____

DONE	ACTION	COMMENTS
	1. After business has slowed, cut appropriate labor. ___ Bus staff / dish room ___ Servers ___ Host ___ Bartender ___ Kitchen - line ___ Kitchen - prep	
	2. Check with chef/kitchen manager to ensure all ordering has been completed. ___ meat ___ seafood ___ produce ___ dairy	
	3. Check server sidework and closing duties prior to collecting check-outs.	
	4. Restock all liquor to bar using pull sheets.	
	5. Record all items issued in liquor running inventory	
	6. Close kitchen (never close prior to posted closing times).	
	7. Close bar one hour after dining room is closed or as business dictates.	
	8. Once customers have left the building, lock front door.	
	9. Check restrooms to be certain they are empty, clean and free of debris.	
	10. Check remaining staff sidework and closing duties. Collect all remaining server check-out sheets.	
	11. Close bartender comps, collect drawer and complete check-out using a blind check-out sheet.	
	12. Complete safe audit.	

Restaurant Manager's Opening Checklist

Opening Task	Initial When Complete
1. Check building exterior as you approach. Be on the lookout for broken windows, loitering strangers or other signs of burglary, as well as any litter or debris.	
2. Unlock doors, enter building and disarm the alarm system.	
3. Turn on lights as needed.	
4. Check overall appearance of kitchen and dining room. Be sure all closing tasks were completed to standard	
5. Check the manager's log for events, incidents and information from previous night.	
6. Check to be sure all employees punched out appropriately from the previous night, and check labor hours.	
7. Be sure there the enough employees scheduled for the day's shifts.	
8. Check email and voice messages.	
9. Be sure all equipment, especially refrigerators and freezers, are properly functioning.	
10. Be sure food orders are accurate, and double check inventory levels to be sure the restaurant is prepared for the daily operations.	
11. Prepare for employees to arrive. Unlock employee entrance.	
12. Oversee employees as they punch in, and be sure they are dressed appropriately for the shift.	
13. Assign opening kitchen workers their opening duties and side-work duties for the shift.	
14. Verify specals and soup of the day with chef.	
15. Count the safe and assign cash drawers where needed.	
16. Check deposit slips and be sure all cash is in order from previous day's sales.	
17. Review reservations book with host or hostess, making appropriate plans and changes for large parties or events.	
18. Be sure all opening duties have been completed.	
19. Turn on all lights and sound system for music.	
20. Give staff an instructional, energizing pep talk to all opening staff members.	
21. Unlock entrance and be prepared to open at scheduled time.	

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Test Your Knowledge

Choose the best answers for the dining room service questions:
(The correct answers are at the bottom of the page.)

1. In an extremely busy restaurant, the best way to keep newly arriving customers from leaving to dine elsewhere is to:
   a) offer menus to waiting customers to pass the time
   b) tell the customers that the wait time for an open table is less than what it really is
   c) appear hurried at the Front Door of the restaurant
   d) politely ask customers to step over to the bar or waiting area, offer menus to pass the time, and possibly offer some complimentary items (bar snacks, simple appetizers, cocktails, etc.) to keep them from leaving the restaurant

2. Menu knowledge is very important for the wait staff in providing excellent service because:
   a) customers can be alerted to dietary restrictions
   b) it's essential for the up selling of menu items
   c) customers have more confidence in a knowledgeable and helpful waitperson
   d) all answers

3. For maximum usage and efficiency, the menu descriptions must:
   a) be posted in an inconspicuous area for quick reference by the dining service
   b) include all of the major ingredients in the dishes
   c) be printed up clearly and made available to all waitstaff and food-runners with extra copies made available for all new employees
   d) all answers

4. For maximum usage and efficiency, the dining room floor diagrams, including table numbers and position points, must be:
   a) printed up clearly, posted in an in conspicuous area for quick reference, and handed out to all dining room staff with extra copies available for all new employees
   b) kept only as a final reference for any disputes
   c) posted in the restaurant office area to be used for quick access

DOCUMENT USE

Test Your Knowledge

Choose the best answers for the dining room service questions:
(The correct answers are at the bottom of the page.)

5. An example of the staff schedule affecting payroll and/or dining room service would be:
  a) too many staff members being scheduled on a slow day of business
  b) too few staff members being scheduled on a heavy day of business
  c) if the staff schedule is done poorly week in and weekout it results in low staff morale
  d) all answers

6. The purpose of the staff substitution book is for:
  a) meal substitutions for the staff
  b) customer service relations
  c) dining room service staff substitutions, which are signed by the staff members involved and then initialed by the manager
  d) management shift changes

7. Cross-training helps form a well rounded staff because:
  a) employees tend to empathize with each other's work positions
  b) it keeps the job more interesting and increases labor productivity
  c) it gives employees more confidence in their talents as they take on added work responsibilities
  d) all answers

8. Dining room temperature, lighting, and music should always be adjusted:
  a) according to one's mood
  b) slowly (with the diners barely noticing) while paying attention to the restaurant theme, needs of the dining room, and time of day, etc.
  c) to be warm, bright, and loud
  d) to save money

9. A great way to cut down on glass and plate ware breakage is to:
  a) put the glass/plate ware in the bus pans slowly
  b) use two separately labeled bus pans: one for glassware and one for plate ware
  c) put the glass ware off to the side of the plate ware.
  d) answers a and b only

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Answers and Explanations

1. d - It's important to save any customers from leaving to dine elsewhere. Once the customers are lost, they could be lost forever.

2. d - The Menu is a waitperson's sales product. For any salesperson, one of the most important assets is to know the product—inside and out.

3. d - The entire dining service staff always needs to have quick access to the menu descriptions—especially new hires—so they can inform customers of the product being sold.

4. a - Dining room floor diagrams facilitate the communication and delivery of dining room service by exacting all stations, table numbers, and position points for quick access by the service staff and management.

5. d - When making the schedule for each and every shift, there must always be a balance of labor that matches the needs of the dining room customers. Over the course of time, improper scheduling lowers staff morale. This is eventually transferred to the customers.

6. c - The substitution book, overseen by the management, ensures that all employee shifts will be properly covered for the restaurant.

7. d - Cross-training broadens restaurant talents and increases staff versatility to help ensure excellent dining room service.

8. b - Air temperature, lighting and music must always be adjusted slowly and properly to create the best atmosphere for diners.

9. d - Cutting down on breakage is not only an important safety precaution, but it saves the restaurant on inventory costs. Dining ware should always be handled carefully and kept separated whenever possible.

RATE YOURSELF

If your score was:

9 points — GREAT! Go to the head of the dining room!

8 points — You can still work in restaurants

0–7 points — First ask yourself: Are you sure the restaurant is the right place for you? If so, you must try harder!

BASIC SKILLS

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WRITING

2 hrs

CONTENT
- write customer orders.
- write notes to themselves to remember client orders and other job related information.
- write lists of supplies on order sheets, expanding any abbreviations for clarity.
- write notes to managers when food and beverage stocks are in short supply, or when problems arise

WHAT IS WRITING?

Writing is a method of representing language in visual or tactile form. Writing systems use sets of symbols to represent the sounds of speech, and may also have symbols for such things as punctuation and numerals.

Writing is a medium of communication that represents language through the inscription of signs and symbols. In most languages, writing is a complement to speech or spoken language.

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WRITING

WRITE CUSTOMER ORDERS

Taking an order is not as easy as one might think. When working in a business requiring you to take orders, it is imperative that you first know what you are doing.

EXERCISE
MAKE AN ORDER IN A RESTOURANT AND WRITE IT DOWN THEN GIVE THE NOTE TO A CHEF.

EXAMPLE
Waiter: Welcome to Antico's. Here are your menus. Today's special is grilled salmon. I'll be back to take your order in a minute.
. . .
Waiter: Are you ready to order?
Customer 1: I'd like the seafood spaghetti.
Waiter: And you?
Customer 2: I'll have a hamburger and fries.
Waiter: Would you like anything to drink?
Customer 1: I'll have a coke, please.
Waiter: And for you?
Customer 2: Just water, please.
Waiter: OK. So that's one seafood spaghetti, one hamburger and fries, one coke, and one water. I'll take your menus.
. . .
Waiter: Here is your food. Enjoy your meal.
. . .
Waiter: How was everything?
Customers 2: Delicious, thanks.
Waiter: Would you like anything for dessert?
Customer 1: No, just the bill please

1. Smile and greet the customer.
2. Ask the customer if they are ready to order.
3. Listen carefully as the customer places his or her order.
4. Repeat the order to the guest.
5. Enter the order as the customer tells it to you.
6. Read the order back to the customer.
7. Total the order.
8. Tell the customer the amount due.
9. Collect payment from the customer.
10. Give the receipt to the customer.
11. Thank the customer.

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3

WRITING

WRITE NOTES

TO YOURSELF TO REMEMBER CLIENT ORDERS AND OTHER JOB RELATED INFORMATION

There is a new trend among the wait staff – they do not write down orders but "memorize" them. It can result with an error with the order. If they get an order wrong, it needs to be corrected.
It is much simpler to write down the actual order. It must contain the correct name of the dish or beverage and its accurate amount. Be sure to repeat the order so as to be certain it is correct.

Waiters and waitresses, also called servers, are responsible for ensuring that customers have a satisfying dining experience. The specific duties of servers vary considerably with the establishment in which they work.
In addition, waiters and waitresses usually check the identification of customers to ensure that they meet the minimum age requirement for the purchase of alcohol.

Waiters and waitresses typically do the following:

Greet customers, present menus, and explain daily specials to customers

Answer questions related to menu items

Take food and beverage orders from customers

Relay food and beverage orders to the kitchen staff

Prepare drinks and food garnishes

Carry trays of food or drinks from the kitchen to the dining tables

Remove dirty dishes and glasses, and clean tables after customers finish meals

Prepare itemized checks and take payments from customers

Clean and set up dining areas, refill condiments, roll silverware into napkins, and stock service areas

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WRITING

WRITE NOTES

Food servers, more commonly known as waiters and waitresses, usually start their shifts by meeting with restaurant managers and other staff to discuss new items and procedures. They also greet customers, present menus and explain the day's specials. They take orders to the kitchen staff and relay any special preferences that customers may have. After the meals are prepared, they carry orders to the patron's tables. Throughout the meal, they refill customer beverages, take away used plates and utensils, and ask about the dining experience. After the meal, they tally customer orders, hand the check to customers and accept payment.

KEEP CALM AND LOVE A WAITER

Food Storage Inventory Sheet

Item	# on hand	Size of Container	Type of Container	Location	# needed	When to buy more
Alfredo Sauce						
Allspice						
Almonds (slivered)						
Almonds (whole)						
Apple pie filling						
Apples						
Applesuace						
Apricots						
Bacon (slices)						
Baking Chocolate Squares						
Baking powder						
Baking soda						
Bannanas						
Basil						
Bay leaves						
Beef						
Beef Broth						
Black Beans						
Bouillion (beef)						
Bouillion (chicken)						
Bread crumbs						
Broccoli (chopped)						
Brown Sugar						
Butter						
Butterscotch Chips						
Cabbage						
Canned nuts, mx						
Canned nuts, peanuts						
Cannelloni						
Canola oil						
Carrots						
Cashews						
Catsup						
Cayenne						
Celery						
Cheese (cheddar)						
Cheese (parmesan)						
Cheese (processed Swiss)						
Cheese (Swiss)						
Cheese (Velveeta)						
Cherry pie filling						
Chicken						
Chicken breast						
Chicken Breasts						

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WRITING

WRITE LISTS OF SUPPLIES

ON ORDER SHEETS WHEN FOOD AND BEVERAGE STOCKS ARE IN SHORT SUPPLY

Za dobro poslovanje svakog ugostiteljskog objekta, vrlo je bitno racionalno ophođenje sa hranom. Kako pojedine namirnice ne mogu dugo stajati, potrebno je planiranje nabave.

Ono uključuje poznavanje dnevnih I tjednih menija, kalkulaciju potrošnje na temelju statističkih podataka te, naravno, ponudi na tržištu.

Budući da ponuda ovisi I o godišnjim dobima, nabavu namirnica treba prilagoditi I tome.

Sukladno tomu je i nabava pića. Iako se ono ne bazira na godišnjim dobima, važna je procjena potrošnje određenih bezalkoholnih ili alkoholnih pića. Vjerojatnije je da će topli napici (kava, čaj ili kakao, kuhano vino) imati bolju prođu u zimskim mjesecima, doć ce osvježavajući napici (sokovi, juice, piva ili kokteli) bolje prijati ljeti.

EXERCISE
WRITE A GROCERY LIST FOR YOUR FAVOURITE FRUIT SALAD

Grocery List

Items To Get:

Notes:

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FOOD & BEVERAGE SERVICE

NUMERACY

2 hrs

CONTENT
- inventory management
- counting out the cash register at the beginning of shifts, take payments from customers and make change. (Money Math),
- total bills, adding on the provincial and federal taxes. (Money Math),
- separate account of payments made with cash or with credit cards. (Scheduling, Budgeting & Accounting Math),
- measuring alcohol to mix drinks. (Measurement and Calculation Math),
- calculating average sales of a product (e.g., alcohol) over a set period. (Data Analysis Math)
- estimate the number of tables that will need to be put together to serve a group. (Numerical Estimation),
- estimate the time that it will take for a meal to be prepared, based on past knowledge and how busy the restaurant is, so that they can inform the clients. (Numerical Estimation)

Inventory management is very important in every business. It helps in reducing wastage of products and also helps in keeping track of all the profits and loss in business.

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NUMERACY

INVENTORY MANAGEMENT

It is important to keep track of the bar's inventory, including all brands of beers, wines and liquor. Some beverages sell more than others, which means the inventory needs to be stocked more often with big sellers. Also, the bar manager must also remember which suppliers offer what beverages, as the beer, wine and liquor offered may be supplied by different manufacturers.

One way in which a bar manager can create an inventory sheet is to create a master inventory sheet that includes all wines, beers and spirits offered by the bar. The content can be added in alphabetical order based on the names of each individual product offered or by the name of each manufacturer or distributor. Another method is to list the most popular products on the first and second page, as those are frequently purchased for stocking up the bar's inventory.

CONTENT ON INVENTORY SHEET

Despite the structure of the bar inventory sheet, it must contains specific information about the items listed on it. The listings should include the brand and kind of alcohol, the size of the bottles or kegs, the unit price, the sales price in the bar, the quantity available in the bar at the given time and the minimum number of bottles allowed in stock before a new purchase must be made. Count your beginning inventory. This includes all bottles and kegs in storage, as well as open bottles and kegs behind the bar. Enter this data into a spreadsheet. The spreadsheet should include each bottle's price and compute total inventory value.

Liquor Inventory Form

Date:
Inventory by:

Approved by:

Item Description	Size (units)	Open Bottles in Bar	Full Bottles in Bar	Full Bottles in Store-Room	Total Quantity	Total Cost

Total Liqor:		
Total Beer:		
Total Wine:		

NUMERACY

INVENTORY MANAGEMENT

Train staff not to throw away empty liquor bottles. These should be saved for the morning shift to count and replace. Also keep a log book in the liquor storage room and train staff to write down what bottles are removed and when. Review the log book daily so you are aware of what to order.

Compare sales to inventory. At the end of the inventory period (generally one month), count the beverage inventory.

Enter this data into the inventory spreadsheet. Calculate the difference between the previous night's inventory and the morning inventory. Divide this number by your liquor sales to determine your beverage cost.

Review the beverage store room logs against your invoice records for the inventory period. The beginning inventory plus bottles purchased less bottles transferred to the main bar should match your ending inventory. Breakage may affect this total slightly, so instruct staff to maintain a list of broken bottles and provide the broken bottle top as evidence.

Calculate your pour cost. This number will be different for each beverage type, depending on the purchase price and selling price. For liquor bottles, divide the bottle cost by the product of the selling price and number of pours (shots) in a bottle. One liter bottles contain about 27 1-1/4-ounce shots and 750 ml bottles contain about 20 shots. Use the same basic formula for wine and keg beer, but replace the number of shots with the appropriate number of glasses that can be poured from each.

Beverage cost is directly related to profit. When cost is running at 30 percent, the profit margin is 70 percent. An average profitable beverage cost falls in the 25 to 30 percent range.

When monitoring inventory, look for big changes from one inventory period to the next. Inventory software that interfaces with your point of sale system can be a helpful tool.

The first thing you need to do is to write a list of all the products in a category that you need to keep inventory of. But you can do this in steps. Develop inventory for the most important things first. In the bar business it is going to be the booze. So start with an inventory sheet that will contain liquor, wine, and beer. Although they will be like three separate inventory sheets, do these first. The information you will need to put this together is going to be the product name, the pack size, the cost of the item, the cost per ounce for liquor, draft beer, and wine, and the cost per bottle for beer. In addition, you will need to know what sales cost you need to operate on. In smaller towns it may be 25% and in larger cities it may be 15%.

BASIC SKILLS

FOOD & BEVERAGE SERVICE

NUMERACY

Counting the Cash Register

Restaurants all require a cash register or a Point of Sale (POS) cash drawer system to collect and secure the cash tendered after transactions. Any time restaurant workers deal directly with cash, there should be cash-handling procedures in place. Procedures for balancing restaurant cash registers are especially important, as they provide internal controls to maintain accountability of the cash moving in and out of the restaurant. The procedures below are designed primarily for use in quick-service or fast casual restaurants that see a lot of customer transactions in a short period of time.

Use the procedures below as guidelines when establishing cash register balancing procedures:

1. Maintain single-drawer accountability.

When assigning access to cash drawers, managers should admit a cash drawer to only one employee at a time. When only one cashier (and the manager) has access to the money in a drawer, any cash issues can be traced to the right person.

2. Count the beginning cash amount.

The cash amount that should always start and stay in a drawer is known as the beginning cash amount. Management usually determines this cash amount and sets it as a restaurant policy. At the beginning of the day or shift, the cashier assigned to a cash drawer must count the money in the drawer to validate that the beginning cash amount is correct.

Example

The restaurant's beginning cash amount is always €150.00. This is usually an assortment of bills, €20 and smaller, for change-making purposes. The cashier for the shift needs to count his or her drawer to verify that it has €150 inside, and also to be sure that the drawer has sufficient coins for making change.
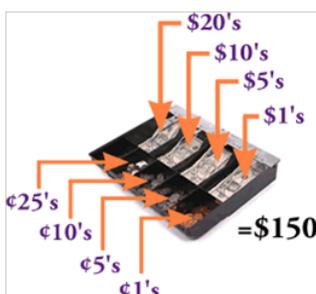
3. Deposit cash during the shift.

During busy shifts, the amount of money in the cash drawer can increase very quickly. Managers and workers should stay aware of the money in each cash drawer, as cash registers with constantly opening and closing drawers full of hundreds of euros can be tempting to observant robbers.

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NUMERACY

Counting the Cash Register

The most automatic surveillance can be found with a POS system, which provides constant updates for current sales and register balance amounts. You may want to select a point at which to remove cash from the drawer. For instance, if the balance in the register rises to €200 or more above the beginning cash amount, it is prudent to remove cash and deposit it into the safe. This is sometimes known as a cash-drop.

How to perform a cash-drop:

Choose non-peak times. Wait until there is a lull in customer traffic, if possible.

Count up to a certain amount. Check to see how much cash is in the cash drawer. If there is €200.00 or more over the beginning cash amount, it is time to perform a cash-drop.

Do quick, but simple math. Take the total current balance in the cash drawer and subtract the beginning inventory amount. The result is the amount you need to remove.

Give approval. Both the cashier and the manager need to approve that the cash removed is the right amount.

Get a second pair of eyes. Both the cashier and the manager witness that the cash is deposited into the safe. Often there is a secondary compartment where these cash drops are deposited. Defining Cash Discrepancies

Cash Overages: If the counted money is a more than the amount reported by the POS or receipts, it is known as an overage. Overages are considered worse than shortages, as it typically means that a customer did not receive his or her full change.

Cash Shortage: If the counted money is less than it should be according to the POS or receipts, it is known as a shortage. Shortages indicate that too much change was given back to a customer, or that money was misplaced or stolen.

4. Balance the drawer at the end of the shift.

At the end of the shift or at the end of the day, all cash registers need to be balanced. Some restaurants call this "checking out," since a cashier typically needs to make sure all the sales transactions and cash totals check out correctly before he or she can clock out. Like a cash-drop, this procedure requires a manager's assistance for extra accountability.

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How to balance the register

1. Find a safe area to count. Remove the cash drawer from the register and take it to the back of the house, or to a safe and secluded area, to count.

2. Count the total amount in the drawer. This includes all bills and coins. Use a cash drawer check-out sheet to keep track of these amounts. Be sure to also account for all checks and credit card receipts.

3. Analyze your totals. Compare the total amount that was personally counted with the total amount that was calculated by the POS reports or register receipts. These amounts should be the same.

4. Check for discrepancies. Overages or shortages less than a euro are usually a result of minor human error. However, large or consistent discrepancies between the cash that should be present and the cash that is present could indicate theft or lack of proper training.

5. Check for voids*. Usually, the manager needs to approve voids before the cashier can proceed with one, but revisit any voids that were entered into the POS or register during that shift s that the manager is aware and the employee stays accountable. Include all voids on the cash drawer check-out sheet.

   *A "void" is the term for an order that was entered into the cash register and later deleted. The void indicates that the order was cancelled and payment was never tendered. Sometimes, workers enter transactions then immediately void it, so that the kitchen prepares the food and the worker effectively gets the food for free. However, most POS systems have controls in place that require a manager's password or other form of consent to verify a void.

6. Place all cash in a deposit envelope. Include the cash drawer check-out sheet and attach any receipts, credit card slips or terminal reports to the sheet. Place everything in the deposit envelope and drop it into the safe to be deposited the following day.

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TOTAL BILLS

ADDING ON THE PROVINCIAL AND FEDERAL TAXES

The sales tax charged on restaurant tabs differs among municipalities based on local and state sales tax levels. While in many municipalities groceries are not subject to sales tax, prepared food is. Some municipalities assess sales tax on restaurant purchases at the same rate as other taxable purchases, but some municipalities charge less or more sales tax on restaurant sales based on current legislation.

How to Calculate Sales Tax from the Total

Things You'll Need

Calculator

Steps

Contact your state and local departments of revenue to determine the sales taxes your purchase is subject to. This information may also be listed on the receipt. For example, if the state tax rate is 4.2 percent and the local tax rate is 2.1 percent, the total tax rate would be 6.3 percent.

Convert the total tax rate to a percentage by dividing it by 100. In this example, you would divide 6.3 by 100 to get 0.063.

Add 1 to the sales tax rate expressed as a decimal. In this example, you would add 1 to 0.063 to get 1.063.

Divide the total cost of the purchase by the result from Step 3 to find the pretax cost. In this example, if your total purchase was €244.49, you would divide €244.49 by 1.063 to get €230.

Subtract the pretax cost from the total purchase price to find the sales tax. In this example, you would subtract €230 from €244.49 to find the sales tax to be €14.49.

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NUMERACY

SEPARATE ACCOUNT

OF PAYMENTS MADE WITH CASH OR WITH CREDIT CARDS

In order to maintain accurate and efficient financial statements, an operator should establish a minimum of four cash accounts.

1) An operating checking account.
2) A payroll account.
3) A money market account (used to hold sales taxes).
4) A credit card account to collect credit card funds (which should be transferred to the checking account weekly)

Since credit cards make up a significant amount of a restaurant's income (in some cases over 90%), an operator should make sure credit card sales are tracked closely.

A cash receipts journal should be developed and maintained. The cash receipts journal thoroughly tracks credit card funds and ensures the restaurant receives the money from the credit card company.

A separate schedule should be kept for each type of card, i.e. American Express, other credit cards and discount cards (if accepted). Let's look at the cash receipts journal for Gary's Tavern. It shows the outstanding credit card receivables, the date collected, the credit card charges and the net cash wire transferred to the bank. This information comes from the transmittals sent by the credit card company. The entry for the first week for Gary's Tavern is as follows (this entry can be booked daily, weekly or monthly):

	In	Out
Cash-Checking	€21,174.50	
Credit Card Charges (Expense)	621.18	
Credit Card Receivable	_____	€21,795.68
Total	€21,795.68	€21,795.68

The transmittal form from the credit card companies must match the sales journal to ensure the restaurant receives the money it is owed. Any uncollected credit card receivables at the end of the month will remain open on the cash receipts journal. The total of open receivables must match the credit card receivables on the Balance Sheet. This is another important and effective control.

BASIC SKILLS

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NUMERACY

CHARGEBACKS

WHAT IS A CHARGEBACK?

A Chargeback is the process whereby a customer disputes a credit card charge.

Sometimes a customer will dispute credit card charges resulting in a non-payment by the credit card company. If this occurs, reverse the sale, as well as the sales tax and the receivable. After all, an operator should not have to pay sales tax if he or she never collects the money. For example, if a guest charges the restaurant back for a €100.00 meal, (the tax being 8.25% in New York) the following entry should be booked:

	Debit	Credit
Sales (Food, Wine, Bev, etc.)	€100.00	
Sales taxes Payable	8.25	
Credit Card Receivable	____	€ 108.25
Total	€108.25	€ 108.25

The restaurateur can reduce the sales tax liability in the month the charge back occurs. The fact that the sale took place a month earlier does not matter. The adjustment will be reflected in the quarterly sales tax return. Guests are not supposed to be able to charge back the tip. However, sometimes the credit card companies charge back the tip anyway. This matter should be responded to quickly or else the operator might risk losing that money.

NUMERACY

DISCOUNT CARDS

WHAT IS A DISCOUNT CARD?

A discount card is a card or document, often physically similar to a plastic credit card, that entitles the holder to discounts on the prices of some products or services.

Cards may be issued as part of a loyalty program, offering discounts to existing customers to ensure their continuing custom; they may be offered free of charge, offering a modest discount with the intention of persuading purchasers to patronise participating shops; or they may be sold to members, offering larger discounts—for example, the tastecard offers 50% discounts at many restaurants—at a substantial annual cost.

Discount card companies buy meals and beverages up-front for a steep discount (in most cases, a fifty percent discount). On paper, these deals sound too good to turn down. However, if the restaurant is full, the operator should avoid discount cards. If a company gives a restaurant €10,000 today in exchange for €20,000 in meals over time, it looks like a good deal on paper. Assuming the business runs a cost of goods sold percentage of 30%, the €10,000 only costs €6,000 to pay back. The numbers translate as follows:

Sales	€ 20,000
Cost %	x 30%
Total Cost	€ 6,000
€€€ You got	€ 10,000
It cost you	(6,000)
Profit	€ 4,000

When factoring in the cost of labor (30% to 35% of sales), an operator may have cost himself or herself more money than it is worth. Adding a 30% labor cost to the above example, translates into another €6,000 in costs. The result is a net loss of €2,000. Even worse, cash flow would be affected and old customers that paid full price would start using the card.

"I'D GLADLY PAY YOU TUESDAY FOR A HAMBURGER TODAY."

WIMPY FROM POPEYE

Taking all of this into consideration, an operator should be cautious when contemplating discount cards. Some of our clients decide to accept these cards after evaluating the pros and cons. It is hard to turn down thousands of euros when one may really need the money. If a restaurant accepts discount cards, the operator should monitor sales closely. If discount card sales exceed 15% of total sales, it is a bad deal. The operator should work hard on keeping costs down and consider raising prices to offset the cost of discount cards.

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NUMERACY

MEASURING

Pouring accurate drinks or shots without the aid of a measuring device takes practice, but the best bartenders will learn how to do this perfectly every time. This not only translates to better, faster drinks, but also more profit for the bar, and less wasted liquor, which is always preferable. The most often recommended way for liquor pouring is the counting method, in which the person pouring the liquor will flip the bottle over, count to four, and then immediately flip it back up. Important to note is that this can only be done if the bottle has a spout attached; never try this with simply an open bottle!

Remember that liquor pouring takes practice, and until an individual gets it down, there are different ways to measure drinks. A jigger is a shot glass type gadget that is used to measure liquor to ensure the shots are accurate. Other pourers that attach to the bottle are designed to pour out one one-ounce shot and then stop pouring, but these don't always work particularly well. In general, any bartender who is capable of eyeballing the correct amount when liquor pouring will do better than someone who has to stop and measure.

Pourers that attach to the mouth of the bottle are typically designed to release between one-fourth and one-half of an ounce per second. So, counting to four while pouring will lead to a perfect one or two-ounce shot. It is important to count each second, as in "one thousand one, one thousand two," and so on. Simply counting "one, two, three, four" will not be correct unless an individual counts particularly slowly. The speed with which the liquor pouring takes place is important as well, to ensure the amount dispensed is correct.

The liquor bottle should immediately be flipped upside down to pour, nearly straight up and down, and then immediately flipped upright when the count is finished; any hesitation will throw off the measurement. Some bartenders will also twist the bottle simultaneously to prevent any other drops of liquid from coming out, as when pouring wine. All of these liquor pouring techniques take practice to get exactly right, but with continued effort it will become much easier, and will make the entire bartending process much easier and faster. Once an individual has mastered this, there are numerous other tips and tricks that can be used to impress other people when pouring shots and other mixed drinks.

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NUMERACY

MEASUREMENTS

Unfortunately, there is no single units of measures in use worldwide. This measurement conversion table was made to help you determine measurements in different units.

Using definite measures in recipes make them more difficult to create by someone who uses different measures, therefore a good bartender should always use relative measures in their recipes.

If proportional units are used, the drink creator can rest assured that where ever the drink is mixed, it tastes the same, and that should be the ultimate goal for everyone who creates mixed drinks.

cup	fluid ounces	spoon	spoon	milli liter
1	8	16	48	240
3/4	6	12	36	180
2/3	5	11	32	160
1/2	4	8	24	120
1/3	3	5	16	80
1/4	2	4	12	60
1/8	1	2	6	30
1/16	0.5	1	3	15

Metric Measurements			
metric system is based on tens, thus:			
	ml	cl	dl
ml	1	0.1	0.01
cl	10	1	0.1
dl	100	10	1
ml = millilitre, cl = centilitre, dl = decilitre			

NUMERACY

CALCULATING
AVERAGE SALES OF A PRODUCT

- Total the number of guests served per shift per day using individual slips, cash register receipts or point-of-sale system printouts. If you are a new restaurant, estimate the number of covers based on comparable restaurants; figure no more than 75 percent peak occupancy for the first year of operations.

- Use the table numbers listed on guest checks or the restaurant seating chart to determine the amount of times each table was occupied by new guests. Emphasize to staff the importance of properly recording table numbers to ensure an accurate count. New restaurants can estimate turnover based on comparable data.

- Divide the total sales amount for each shift by the number of customers served. New restaurants can estimate the average check amount based on mid-priced menu items; averages for lunch or breakfast will be lower because offerings are less expensive than dinner items.

- Chart the number of seats, times turned over and average check per shift on a simple daily spreadsheet.

- Multiply occupied seats by the number of turns by the average guest check amount to calculate average revenue per shift. For example, a 100-seat restaurant that turns seating four times at dinner with an average check of €15 takes in revenues of €6,000.

- Add the average revenue for each shift to reach your daily sales total. Tally seven days of daily sales to reach your weekly total. Multiply by four to determine your monthly total or by 52 for your annual average revenue.

Average Week		Customer Counts	Average Check	Sales		
				By Meal Period	Per Day	% of Week
Monday	Lunch	75	$6.00	$450		
	Dinner	80	9.00	720	1,170	8.1%
Tuesday	Lunch	80	6.00	480		
	Dinner	90	9.00	810	1,290	9.0%
Wednesday	Lunch	90	6.00	540		
	Dinner	100	9.00	900	1,440	10.0%
Thursday	Lunch	100	6.50	650		
	Dinner	120	10.00	1,200	1,850	12.9%
Friday	Lunch	120	7.00	840		
	Dinner	190	12.00	2,280	3,120	21.7%
Saturday	Lunch	130	7.00	910		
	Dinner	200	12.00	2,400	3,310	23.0%
Sunday	Lunch	100	7.00	700		
	Dinner	150	10.00	1,500	2,200	15.3%
Total Weekly Sales					$ 14,380	100.0%

Multiply by 52 for annual sales

Things Needed

Spreadsheet, Calculator, Sales receipts

Tips

- **Many point-of-sale restaurant systems include revenue-tracking tools that do the math for you. Refer to the instruction manual or contact your service provider to learn more about activating built-in or add-on features.**

- **Sales categories also include banquets, catering, takeout orders and merchandise, such as T-shirts, mugs or prepackaged food items.**

- **You can tabulate beverage and food sales separately to analyze earnings in alcohol or other specialty drink categories.**

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NUMERACY

ESTIMATING THE TIME

Estimate the time that it will take for a meal to be prepared, based on past knowledge and how busy the restaurant is, so that you can inform the clients.

The most important is good communication between waiter and the chef!

Speed of service is integral to a positive dining experience no matter the restaurant service type. A guest will likely form expectations as to how long they should wait for the food, depending on the restaurant. The guest will be annoyed if his two-euro cheeseburger took ten minutes to serve, but in a fine dining restaurant, that guest will probably not get upset until he has waited half an hour or more for his entrée. Make it your goal to accommodate all guests with the same quality food within the same time frame at all hours of the work day.

- A primary responsibility of waitressing involves communicating what diners order from the menu to the kitchen staff. Waitresses may record this information on a notepad or memorize it. After the kitchen staff readies the food, waitresses distribute it to the correct tables and customers. They also itemize the order for the bill and, in many cases, accept payment.

- Another responsibility concerns menu knowledge. Waitresses have to learn the array of meal options in order to answer customer questions. They may elaborate on such topics as daily specials, food allergies and price. Other duties include checking identification of customers who order alcohol and subbing for restaurant personnel when needed.

Customer interaction constitutes an important aspect of waitressing. The degree of interaction depends on the restaurant. For instance, in casual dining restaurants where expectations call for prompt service, minimal customer interaction occurs. However, in fine-dining restaurants, where waitresses tend to spend more time table side, the level of customer interaction increases. Regardless of the type of restaurant, waitresses should prepare to deal with customers of different backgrounds and dispositions.

Ordering food at a restaurant

Follow-up worksheet

Name: _____

Class: _____   Date: _____

A. Match Column A with Column B with straight lines. Find the most suitable responses from Column B. Then, re-arrange the order of the conversation by putting 1 to 5 in the boxes.

Column A		Column B
[ ] i. Can I take your order? •		• a Thank you.
[ ] ii. Can you bring me the menu, please? •		• b It's four dollars.
[ ] iii. Can I have the bill, please? •		• c Yes, I'll take chicken wings.
[ ] iv. Welcome to our restaurant. Please take this seat. •		• d No, thanks. That's enough for me.
[ ] v. What else do you want? •		• e Sure. Here's the menu.

B. **About your role:**

1.   What was your role in the activity? (receptionist, waitress, waiter, chef or customer)

_____

2.   Did you enjoy playing your role?

_____

3.   What do you want to be if the activity is played again?

_____

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SOCIAL SKILLS

ORAL COMMUNICATION

2 hrs

CONTENT
- greet and talk with customers, on native and English language, take their food and beverage orders and make recommendations from the menu.
- co-ordinate food and beverage orders with other workers.
- discussing menus, schedules and customer complaints or requests with your supervisor.
- participate in periodic staff meetings.

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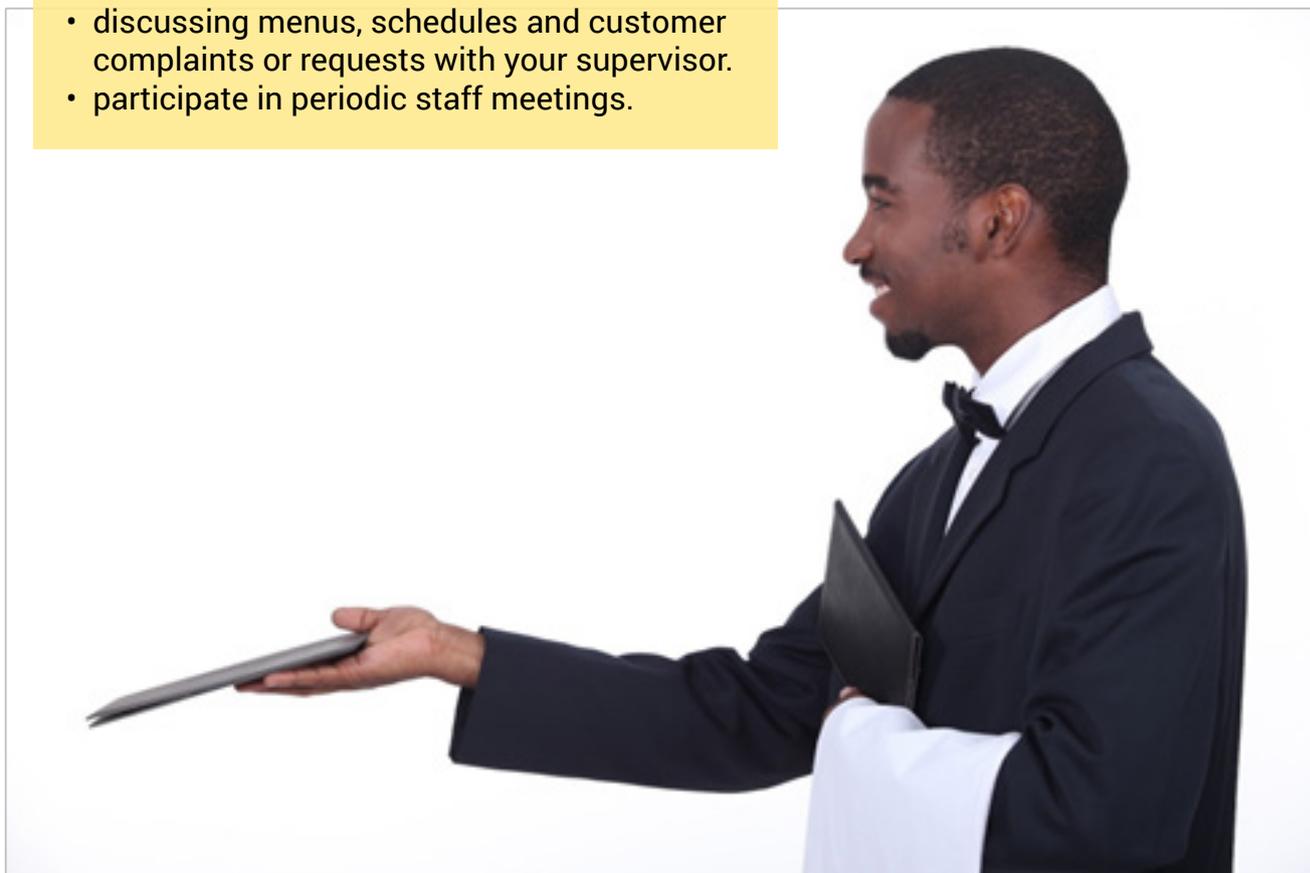
SOCIAL SKILLS

GREET AND TALK WITH CUSTOMERS

Meeting guests at the table with a smile is basic etiquette, as is a proper greeting using polite language. It is good manners to make eye contact with guests when speaking to them; talking to guests with something in your mouth, like chewing gum, on the other hand, is quite rude. While it may seem harmless, it is considered impolite to give suggestions regarding menu options to guests until they seek your opinion; guests may be knowledgeable enough about the menu, or food in general, to make informed choices, and your suggestions could come off as patronizing or presumptuous. You should wait for your guest to inquire about the bill before delivering it to the table, and, unless it requires change, don't take it back until the party leave.

Waiters responsible for greeting customers must have excellent communication skills in addition to the capability of discerning the customer's needs without being overbearing or intrusive. Upscale restaurant waiters often are hired because they understand how to handle a wide range of clientele while maintaining a polite and sophisticated demeanor. While they may not be the primary point of contact for the restaurant's customers, there are times when the waiter must provide excellent customer service from the first moment of contact with a customer, whether it's on the telephone, at the hostess desk or after the customer has been seated.

Greeting customers who call the restaurant for reservations can be particularly challenging for a waiter unless he has knowledge of the reservation system, seating logistics and the expertise and skills of a maître d' or hostess for an upscale dining room. Waiters who greet restaurant customers must be dignified and accommodating. Regular customers of the restaurant who request -- or, demand -- special attention, such as securing a reservation on an especially busy night, expect a warm reception from the waiter who is handling their reservations.

THANKING THE GUESTS ON BEHALF OF THE RESTAURANT OR HOTEL WHILE DELIVERING THE BILL IS A POLITE WAY TO LEAVE A GOOD IMPRESSION!

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SOCIAL SKILLS

CUSTOMER'S ARRIVAL

U pon the restaurant customer's arrival, the waiter's job is to extend a friendly and professional greeting. A kind greeting for an upscale restaurant may be:

• Hello, how are you tonight?

• May I take your name and direct you to the coat check, while we prepare your table?

The differences between a greeting for a 24-hour diner and an upscale dining room are familiarity and formality. Waiters who work in casual eateries are more familiar and informal when they greet their customers, particularly regulars.

Waiters are expected to greet everyone in the party with a respectful tone and refrain from repeatedly interrupting dinner conversation or business affairs while serving these customers.

Introduce yourself by name when you greet your guests. When done properly, this introduction will make you seem friendly and polite and the guest will feel more empathy for you.

For example, a greeting such as "Good afternoon! Welcome to (name of the restaurant). My name is (your name) and I will be serving you today. "

Be sure to greet them with enthusiasm and with a smile on your face.

Don't use the generic "Hi I'm _____ and I will be serving you today."   This can be irritating to the guest when said in an automatic or uncaring way.

Get into the habit of using the friendlier greeting and watch your tips increase.

By introducing yourself, you also have the ability to build your regular guest list. Give great service, give them you name and odds are they will ask for you upon their return visit.

SOCIAL SKILLS

Below Are Tips of Welcoming The Guest

STEPS

1. Be familiar with the set up of the dining room.

   - Find out what tables are designed for 2, 3, or 4 people and which ones are reserved for those with reservation.

   - This makes it easy to locate the appropriate table for arriving guests.

2. Stay at the outlet entrance.

   - Approach the guest, look at each one, greet them with a smile and mention their name and position (if known) - "Good morning Mr. Guest, Welcome to our restaurant"

   - With hands outstretched, show the way to the table and say "This way please" or "May I suggest a table for you?"

   - Eye contact and smile makes the guest feel welcome and valued.

3. If there is no available table; fact fully inform the guest and advice them to wait at the lounge.

   - Graciously look at the host as you say: "I'm sorry sir/ma'am but we are fully booked at the moment, do you mind waiting at the lounge and I'll call you once a table would be available.

   - Do not say "We are full" as there might be seats that will soon be vacated.

   - Have a waiting guest to make them comfortable while waiting.
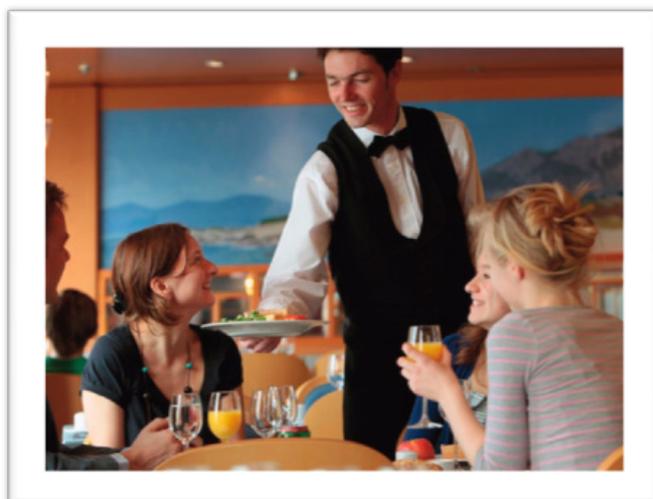
4. If the guest has a reservation, make sure his table is prepared in advance.

   - Tell the host - "We have a prepared a nice table for your party Mr/Mrs ____ This way please"

   - Avoid asking "Do you have reservations?" This sounds offensive for many guests.

5. Lead the guest towards the table.

   - Walk a little ahead of them to guest's table. Assist them in getting seated

   - Waiter must pull the chair for the lady and assist her in getting seated.

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SOCIAL SKILLS

In A Case of Conflict

When a conflict arises between the waiter and the restaurant's customers over the first impression the waiter has made, the waiter should first attempt to resolve the customer on his own. For example, he could say, "I apologize for not acknowledging you immediately after our hostess seated you. May I take your drink order why you look at the menu?"

Greeting difficult customers is something every waiter has encountered at some point in his career. The key to customer satisfaction is to not offer excuses for making a poor impression, but to immediately address the customer and offer to remedy the situation about which the customer complained.

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SOCIAL SKILLS

CO-ORDINATE FOOD AND BEVERAGE ORDERS WITH OTHER WORKERS

Food and beverage serving and related workers are the front line of customer service in restaurants, cafeterias, and other food service establishments. Depending on the establishment, they take customers' food and drink orders and serve food and beverages.

Most work as part of a team, helping coworkers to improve workflow and customer service.

The job titles of food and beverage serving and related workers vary with where they work and what they do.

The following are examples of types of food and beverage serving and related workers:

Combined food preparation and serving workers, including fast food, are employed primarily by fast-food restaurants. They take food and beverage orders, prepare or retrieve items when ready, fill cups with beverages, and accept customers' payments. They also heat food items and make salads and sandwiches.

Counter attendants take orders and serve food over a counter in snack bars, cafeterias, movie theaters, and coffee shops. They fill cups with coffee, soda, and other beverages, and may prepare fountain specialties, such as milkshakes and ice cream sundaes. Counter attendants take carryout orders from diners and wrap or place items in containers. They clean counters, prepare itemized bills, and accept customers' payments.

Food servers, nonrestaurant, serve food to customers outside of a restaurant environment. Many deliver room service meals in hotels or meals to hospital rooms. Some act as carhops, bringing orders to customers in parked cars.

Dining room and cafeteria attendants and bartender helpers—sometimes collectively referred to as bus staff—help waiters, waitresses, and bartenders by cleaning and setting tables, removing dirty dishes, and keeping serving areas stocked with supplies. They also may help waiters and waitresses by bringing meals out of the kitchen, distributing dishes to diners, filling water glasses, and delivering condiments.

Cafeteria attendants stock serving tables with food trays, dishes, and silverware. They sometimes carry trays to dining tables for customers.

Bartender helpers keep bar equipment clean and glasses washed.

It is very important to co-ordinate with all the workers polite and calm, for the benefit of the restaurant and the guests.

ALL THE RESTAURANT EMPLOYEES CAN SHOW THE SENSE OF CONFIDENCE AND ENTHUSIASM FOR THE JOB IF THE RELATIONS ARE GOOD BUT YOU NEED TO MAINTAIN AN AIR OF CONFIDENCE. LEARNING TO DELEGATE CAN BE JUST AS VALUABLE FOR YOU AS IT WILL BE FOR YOUR COLLEAGUES, SO IS THE MAINTAINING A HEALTHY RELATIONSHIP WITH COLLEAGUES AND OTHER STAFF IS THE KEY IMPORTANT.

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SOCIAL SKILLS

Discussing Menus, Schedules and Customer Complaints or Requests with Your Supervisor

Wait staff need to be familiar with the menu, how things are prepared, what they taste like, and if special requests are allowed.

They need to be informed about specials and special events, be well prepared to serve customers, keep the restaurant and station clean, responsible for the section assigned.

Wait staff will have to deal with rude customers, screaming children and people who don't tip, but the enthusiasm shouldn't dip.

Every customer needs to be treated as a first customer.

Attending to furious customers, answering and solving their complaints in a polite manner is one such duty that needs to be carried out skillfully. Escalating the complaint to the superior and handing over the customer to the supervisor if required.

Total customer satisfaction, maintaining a healthy relationship with colleagues and other staff is the key important

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SOCIAL SKILLS

Simple Tips on How to Handle Furious Customer

As a service crew to a fast food or restaurant, there are many incident/situations where utmost patience is needed. Things happen when customers are not satisfied with the service or food of the restaurant or fast food chains.

As a service crew, you have to remember that customer is always right. Once you encounter a furious customer try this - follow **HEAT**.

H – Hear them out.

E – Emphatized

A – Apology

T – Take Responsibility about it

SOCIAL SKILLS

PARTICIPATE IN PERIODIC STAFF MEETINGS

Staff meetings are necessary to keep the department or organization running smoothly with the staff updated on the department's / organization's welfare. Before the staff meeting can happen, a staff meeting agenda is crucial in preparing the staff for the upcoming meeting. The agenda will list the important topics of discussion or updates which the organization or department head wishes to convey to its staff.

A meeting agenda helps to cut down long meetings as the staff is prepped beforehand on the topics that will be discussed or conveyed to them. It is usually conveyed by facilitator or the secretary.

A Staff meeting agenda template may have the following header:

- Date of Meeting
- Called by / Facilitator
- Attendees
- Start Time of Meeting
- Venue
- Its body will mainly consist of:
- Agenda / Presenter / Time allotted

The agenda column lists the important topics to be conveyed during the meeting; knowing them before the meeting allows staff to be participative in the meeting. The RSVP column allows staff to send in their apologies to the facilitator before the meeting or send in their opinions and suggestions to the listed agenda, if they know that they are unable to attend the meeting.

The template can also put down various helpful components related to the meeting at the lower portion, such as:

- Resources required (computer, LCD projector, markers)
- Food & Beverage
- Stationery

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PROBLEM SOLVING

1 hour

Virtually everyone working in the food service industry will have to deal with customer complaints at some point in their career. Whether it's something as simple as getting the wrong drink or food, how you handle the complaint makes all the difference. Listen to the customer's concern, be sympathetic and do whatever you can to fix the problem immediately.

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PROBLEM SOLVING

HOW TO HANDLE WRONG ORDER?

NO SMILING

In this situation, apply the technique of neither smiling nor having a cheerful face expression. Listen to the customer complaints and decide whether you have the capacity to handle them or you must call your superior.

It often happens that the customer gets very angry, unpleasant and loud, disturbing other customers. In this situation, customer needs to be taken into a different room where the conversation can be carried out in private. This type of incident is unfavorable for your establishment, since this customer can spread the word about their dissatisfaction.

The first thing that you should always remember is that nine out of ten complaints will be about the shop/restaurant, the food, products or services you offer and NOT about you. Your attitude will play a vital part in how effective you are in dealing with customer complaints. Always have a positive attitude toward both the customer and the complaint.

PROBLEM SOLVING

Handling customer complaints in 8 steps:

1. Apologize and be sorry - the first step is to apologize and be truly sorry for what happened. You must not belittle the complaint since this humiliates the customer and sends them a message that they're lying.

2. Listen - when they are speaking, attention needs to be directed towards the customer. Stop doing what you're doing (sends a message that nothing will distract you from solving the problem). Let the customer finish with presenting their problem and don't make premature conclusions.

3. Take notes - while the customer is presenting the problem, don't interrupt but take notes of what they're saying since this will later help you in responding and offering a solution (sends a message that the problem will be dealt with seriously and systematically).

4. Repeat the problem - when the customer is finished, briefly repeat the problem to make sure you have understood it correctly.

5. Offer a solution - if possible, offer a solution right away, two realistic options, without giving false promises or exaggerating. If not possible, give a firm promise that everything will be done to solve the problem in a satisfactory manner.

6. Apologize and thank the customer - the conversation must end with a repeat apology and a thank you to the customer for warning you about the problem. This sends a message that the customer's opinion is appreciated.

7. Report to your superior - next step is reporting to your superior, agreeing about the solution, making a decision and following its progress.

8. Report to the customer - as the final step, you must inform the customer about what was done to solve the problem, instead of giving that task to a colleague. This sends a message that you took the problem seriously and personally made sure it was solved. This is personalized service.

Complaints Resolution

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DECISION MAKING

1 hour

Restaurants know that bringing guests through their front door is the first step to making a profit. Hence, restaurants are obliged to make the seating and reservation procedures as smooth and fair as possible in order to elevate the total quality of the customer experience. Seating procedures that show courtesy and care for the guest aids in building a pleasant first impression, whether your restaurant accepts reservations or not.

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DECISION MAKING

GREETING BEFORE SEATING

The first person that a guest will see upon entering a restaurant is the host or hostess. This means that you will have to present yourself in a positive light. At this particular moment, consider yourself the ambassador to the restaurant. Greet the guests with enthusiasm.

PRIOR TO SEATING

If applicable, be sure to ask the guests if they have a seating preference (i.e. bar, booth, table, window table, corner table). After your guests have decided on their location, take the menus, wine lists, and any other necessary items with you. Walk your guests to their table in a manner that suits them. If one of your guests is elderly or handicapped, be sure to stay close and not walk too quickly.

THE ACTUAL SEATING

Upon arrival at the table, pull out the chairs for the women if they let you. This is a nice "old-school" gesture that is too often forgotten. Push the chairs in after they are seated and hand out menus starting to your right and working your way around the table.

BEFORE YOU LEAVE THE TABLE

After you have seated the guests, be sure and explain what will happen next. For example, if the server will be over to greet them and get a drink order, let them know. Communication is key in the restaurant business.

TIMING

On weekends, your restaurant will probably be busy. You will more than likely fill all the tables, or the kitchen may be unable to handle the capacity. Be sure to quote proper waiting times to guests. If you're unsure of the correct times, see a manager. Sometimes a hostess will offer an absurd number, such as two hours, when the wait really is only 30 minutes. This can cause the restaurant to lose business.

EXITS

As in the first section, be sure to say your goodbyes to guests upon their exit. You are the last person the guests will see before they leave the restaurant. If you do this correctly, they may remember a smile or a nice goodbye and consider returning in the future.

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DECISION MAKING

Champagne Glass
White Wine Glass
Red Wine Glass
Sherry Glass

Water Glass

Butter Knife

Butter Plate

Salad Fork

Dinner Fork

Fish Fork

Dinner Knife
Fish Knife
Soup Spoon

Service Plate

THE FORMAL TABLE SETTING

Dessert Fork &
Spoon

Water
Glass

Bread
Plate

Wine
Glass

Salad
Fork

Dinner
Fork

Dinner
Knife

Soup
Spoon

THE INFORMAL TABLE SETTING

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SIGNIFICANT

USE OF MEMORY

1 hour

Every waiter and waitress has their own system of taking down orders whether it be just doodling on your order sheet while memorizing every point or penning every single word the customer says. If you have a great memory and are just starting out as a waiter/waitress in training, you may want to consider the pros and cons of memorizing orders.

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SIGNIFICANT

USE OF MEMORY

PRO

It's impressive to diners when you remember their orders without having to write them down. Repeat the orders back before you leave to verify that you have memorized everything correctly. The eye contact that you keep with a customer while taking their order is extremely important. Some waiters just stare at their order sheet the whole time while writing down orders which leaves the customers feeling short-changed on the "service with a smile". Some are capable of writing without looking down too many times, which is an improvement at least, but memorizing your orders can give you complete control over your eye contact with your guests, creating a very friendly and open service for them. With no pen and paper glued to your hands at every moment of service, your free hands allow you to do other things while taking drink and dessert orders. Memorizing your orders can save a lot of time when it comes to ringing up your order. Instead of constantly referring to your order sheet, you're simply punching in your orders without missing a beat to glance down at what you've written. This can save time on your service and once again allows for a quicker service, which means your customers are receiving their orders sooner than other therefore satisfied with the fact that they aren't waiting longer for their food to arrive.

CON

If you're planning on memorizing orders, keep in mind that you are more likely to make mistakes. Sometimes, as you're leaving a table to enter the order into the computer system, someone may stop you along the way preventing you from getting to the computer while the order is still fresh in your mind. Forgetting an order can be extremely embarrassing and seems pretty unprofessional if you need to go up to the guests a second time to ask that they ordered. Not writing down an order can make your customers nervous. When taking orders, servers know that it's best to repeat orders back to the customers as they go along to avoid any mistakes or misunderstandings.

REMEMBER!

EVERYBODY MAKES MISTAKES, EVEN IF YOU'RE THE TYPE OF SERVER TO WRITE EACH ORDER DOWN ON PAPER. THE THING TO KEEP IN MIND IS THAT YOU'RE ONLY HUMAN, SO DO THE BEST THAT YOU CAN NO MATTER WHICH ORDER-TAKING PROCESS YOU CHOOSE TO USE AS A SERVER.

SIGNIFICANT

USE OF MEMORY

Here Are The Six Steps That Can Help You Memorizing Orders

Answer Questions: In order to effectively memorize orders you must put yourself in a mental state where you are receptive to information. If you are asked a question, you must shift back to providing information. This transition can scramble everything you are putting in your brain and cause you to lose details. For this reason, I make a trip to the table while they are deciding to answer questions. Approaching the table by saying, "Are there any questions over the menu?" allows for them to ask the questions in advance. If they have questions, you can answer them and then let them decide if they are all ready to order. This will alleviate 90% of the questions they will normally ask while ordering.

Visualize the Plate: When a guest orders something off the menu, picture the plate in your head. As they modify the side items or the entrée, visualize that as well. This is incredibly effective for visual learners. Your experience seeing the entrees at your restaurant comes in very handy for this step. This is my primary method of memorization with the other steps serving as redundancies.

Visualize the Menu: Mark the spot on the menu they are ordering from in your head. This is a safeguard against any distractions that may occur before completing the other steps. If for any reason you lose an order in your head, this will allow you to retrieve the mental picture. This also allows you to keep straight any often confused items that can be found on separate places on the menu.

Repeat Mentally: For non-visual learners this may be your primary method. After the guest tells you their order, repeat it in your head. Now you have the order in their voice and in your mental voice. Use a clear mental voice to state it in the proper order for the computer and with the name you are familiar with. By this step you should have a mental picture of the plate and how you will order it in the computer. Take a brief second before looking to the next guest to "lockdown" this information.

Confirm: Repeat the order back to the guests. This step serves three purposes. First, it confirms their order in front of the whole table to prevent future problems. Second, it allows you to clarify in what order you will be delivering courses to provide a roadmap of the meal. Third, some guests seem to think it is the coolest trick on earth. For tables that mention I have not been writing down the order, I will often skip the person who pointed it out. This allows them the excitement of thinking they have me stumped, before I come back to them. Showmanship is always good for tips. If the table is large and confirming would be time consuming and annoying, step back and mentally confirm to yourself from a distance.

Write it Down: This may be the real secret to memorization. These tricks have a limited lifespan in your brain. Inevitably you will walk by a cook shouting out orders and confusion will set in. If for any reason you cannot ring your order right away, write it down. This is especially important if you work in a restaurant where you are responsible for pacing your own courses. When you write it down, make sure to take the time to note all modifiers. Failing to do so is the most common source of mistakes.

SIGNIFICANT

USE OF MEMORY

How to Serve and Clear Food

Serving etiquette varies depending on the restaurant serving type. The restaurant types where this matters the most are upscale or fine dining restaurants. Managers should train their servers in proper table etiquette if they are unsure of how to proceed in a serving or clearing situation.

The following tips describe the basics:

Serve in the appropriate order. Service order is usually an important standard upheld in fine dining restaurants or formal banquets. In these dining establishments, it is appropriate to serve the guest of honor first, then the female guests and then the males. In less formal restaurants, it is acceptable to simply serve women before men.

Serve and clear food from the left. Servers should serve and clear food from the diner's left side. Some formal restaurants advise serving with the left hand for these tasks. Serving from the left is best since most diners are right-handed. Politely excuse yourself if you find that you are interrupting or reaching.

RESTAURANT
MENU

Serve and pour beverages from the right. Serve or pour beverages from the diner's right side since that is usually where the glasses are set on the table.

Serve the correct order to each guest. When serving food, servers and food runners should not call out entrées to see who at the table claims the dishes. Servers and food runners should have a system to identify which plates correspond to which guest without having to mimic an auction house.

Never rush a party to finish. Good service extends beyond the meal to the entire length of time the party is inside the restaurant.

Clear all plates at the same time. Unless otherwise requested, clear all plates and empty glasses at the same time, and before presenting the check.

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FOOD & BEVERAGE SERVICE

TEAM WORK

2 hours

Nearly everyone new to the restaurant industry discovers that successful restaurants depend on team work. Team work is the product of a restaurant staff that practices communication, cooperation and leadership to produce great food and service. Having team work can produce happy customers, while a lack of team work can cause bad service and unhappy coworkers.

At meals, restaurant workers will be outnumbered by customers. A restaurant can only meet the needs of tables filled with hungry diners with a staff that works efficiently together. That does not mean every staff member at all times needs to be friends or blindly follow orders, but restaurants work better when staff members are respectful to their coworkers and understand their role in the business' operations.

WORKING AS A TEAM WITH CO-WORKERS AND OTHER DEPARTMENTS

One secret of food & beverage service operation's success is that everyone works together as a team to give guest's great service.

You are a part of a service delivery system. You must give guests and co-workers great service for the system to work.

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TEAM WORK

To be an excellent team player, you can:

Help your co-workers and guests whenever possible

Ask co-workers for help when you need it so guest service doesn't suffer and all employees can concentrate on guest's needs.

Say" hello" to co-workers and guests when you see them, and use their names if you know them.

Say "please" and "thank you" to guests and co-workers.

Share supplies

Take pride in your work and respect others works too

Always clean up after yourself

Five Star Teamwork

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FOOD & BEVERAGE SERVICE

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10

COMPUTER USE

1 hour

- using computer-controlled equipment, such as cash registers and specialized restaurant management software with touch screens to place orders

Waiters and waitresses often meet with managers and chefs before each shift to discuss the menu or specials, review ingredients for potential food allergies, or talk about any food safety concerns. They also discuss coordination between the kitchen and the dining room and review any customer service issues from the previous day or shift.

CORE-VET

COMPUTER USE

CASH REGISTER

WHAT IS CASH REGISTER

Cash register is a business machine that indicates to customers the amounts of individual sales, has a money drawer from which to make change, records and totals receipts, and may automatically calculate the change due.
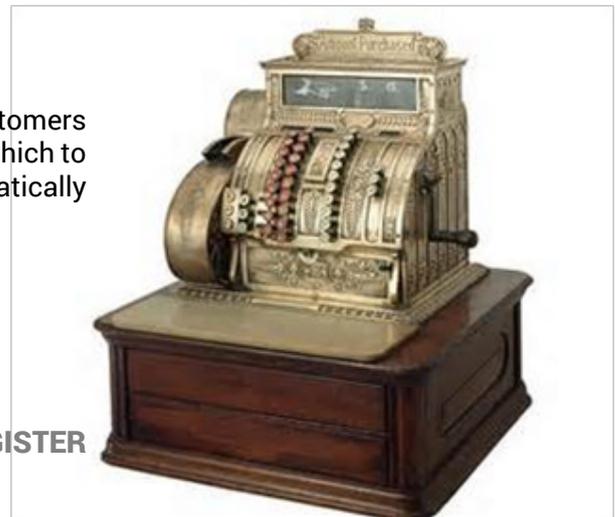
ANTIQUE CASH REGISTER

BASIC CASH REGISTER BUTTONS

Cash registers are used in a variety of businesses, including grocery stores, restaurants, retail chains and mall outlets. A cash register is a machine that an employee uses to ring in customer selections, take payment and complete a sale. The buttons on a cash register vary, depending on the make and model, but basic registers carry common features.

The restaurant can always assign different employees to handle money at each stage. With a larger staff servers take the orders, a cashier collect the cash, the shift supervisor prepare the deposits and a bookkeeper reconcile the transactions.

Smaller restaurants might have servers take orders and collect cash, while the bar and kitchen staff track and report server orders to the manager. The manager can prepare the deposits, and the owner can reconcile the transactions.

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COMPUTER USE

CASH REGISTER

NUMBERS

All cash registers have number buttons, usually for the digits one through 10. The number keys are used to input quantities, prices and special codes particular to specific register functions that were set by the business or owner. Some registers may have digits higher than ten, depending on the type of business the register is being used for.

MATH FUNCTIONS

A register typically has math function buttons, such as percentage, addition and subtraction. The percent key is used to calculate merchandise discounts or in situations where percentages are needed, such as currency exchanges. A multiplication button may serve for quantity purchases; the cashier may press the correct number and multiplication buttons to calculate the price for the purchase of more than one of the same item.

TOTAL AND TAX

The total button is used to calculate the total cost of the purchase. Some registers have subtotal buttons that can be pressed to give the customer the cost of the items currently rung up or before tax is added.

A tax button that is preset to the correct tax rate may be used to add sales tax to an order, but if the machine does not have one, the cashier may manually calculate the tax using the percent button.

CASH OR TENDER

The cash or tender button is used to input the customer's payment and typically opens the till, or drawer under the keys where the money is kept. The cashier is then shown the correct change on the register screen. A more advanced model may have a button for credit if a credit card swipe is attached to the register, but older models generally do not. Some businesses use separate credit swipe machines and enter the credit charge amount as cash or tender on an older register.

VOID AND FEED

Cash registers commonly have a void button that allows a cashier to delete a tally for a sale or just selected items. Some registers require a turn of a key inserted into the register to use the void button. A feed, or paper feed, button is used to draw the receipt paper into the proper place on the register when the roll or tape has been changed.

Most stores and restaurants use an electronic cash register to record customer sales. Sharp, Casio, Royal, Samsung and other major electronic companies produce cash registers with many features, from scanners to programmable keys. Electronic registers combine adding machine utilities with liquid crystal display (LCD) screens and other computerized functions. Cashiers must memorize procedures for a number of transactions involving cash, checks, credit cards, refunds and debit cards. Once a new cashier has memorized the keyboard layout, other aspects of the job can be perfected with practice.

COMPUTER USE

CASH REGISTER

HOW TO OPERATE A RESTAURANT CASH REGISTER

Operating a cash register for a restaurant is an important job. The person at the cash register is usually the person the customers see when they enter the restaurant and the last person customers talk to before they leave. This means that the cash register operator must know how to work the cash register correctly. Learning how to make change, verify ticket amounts and entering in payment types are vital to operating a restaurant cash register.

Make sure the ticket is correct. Repeat the customer's meal(s) back to him to ensure the server billed him for the correct items before entering the ticket items into the cash register. If an item is entered into the cash register incorrectly, it can usually be removed by pressing the "Delete" key or, if the register is a computer program, clicking on the item and then pressing "Delete" on the screen or keyboard.

Remember any specials or discounts that might apply to certain menu items. Many combo items are directly in the machine, but temporary discounts might require you to enter a code. Keep a list of available discounts handy so you know the correct codes for each discount. Some cash registers will prompt you for the code; others require you to type in the discount amount and then press the '"Discount" button on the keyboard or screen.

Ask the customer if she would like to add any tips to her bill. Some customers will just ask for change so they can leave a tip on the table. Other customers will add the tip amount to their credit card receipt, which can be added in later by yourself or by a manager depending on the restaurant's policies.

Learn how to accept all different payment types. Knowledge of how to accept different types of payment (such as checks, credit cards, gift certificates and debit cards) is vital for running the cash register accurately. On the cash register keypad or screen, there should be different types of payment. Enter in the payment amount, and then press the type of payment tendered. For gift certificate payments, give the customer the remaining balance of the gift certificate. For example, if the bill is €18 and the gift certificate €25, the customer gets €7 in cash.

Learn how to make change. Most cash registers will automatically give you the correct amount of change needed to give back to the customer. When giving change, make sure to give the least amount of coins and bills possible. For example, if the customer's change is €20.78, give him a €20 bill, three quarters and three pennies. Always use the biggest bills and coins possible unless the customer requests otherwise.

The majority of cashiers who operate computerized cash registers can receive all the training they need while on the job. They typically learn under the watchful eye of a co-worker, manager or even an employee of the company that manufactured the register.

BASIC SKILLS

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COMPUTER USE

CASH REGISTER

When finished, press "Subtotal" to get the final amount of the sale including tax. (You can always press the "Subtotal" key at anytime during the transaction, if the customer wants to see the amount that is currently due before proceeding).

Type in the amount of cash received from the customer. Then press the "Change" or "Cash" button. The electronic register should open to allow you to give your customer change. The receipt will print for the customer.

HOW TO RUN AN ELECTRONIC CASH REGISTER

Turn the register to the appropriate mode or setting for accepting cash sales.

Enter the number that you have been assigned as an employee, also called a "clerk code." This code allows the owner to see who processed what cash transactions and how much he is responsible for in the drawer.

Enter in the price of the first item you are ringing up, using the numeric keypad. Some electronic cash registers also allow you to enter a "department code" or "item number" so that you know what item was sold. Press "enter" (or if there is a department or item code that you need to enter you will most likely need to press the appropriate department or item key again for the system to accept the price). Continue the same process for each item.

COMPUTER USE

TOUCH SCREEN IN THE RESTAURANT

WHAT IS A TOUCH SCREEN?

A touch-screen is a device screen that can be interacted by using touch. Touch-screens are being used in more devices than ever before, particularly mobile technologies such as tablet PCs and smartphones. Using a touch-screen is usually straightforward, even for beginners, as touch-screen interaction is designed to be intuitive and quick to learn. Touch-screens are used for interacting with many different types of application, and although they do vary, they tend to feature similar characteristics.

ORDER TAKING AND TRACKING

In the restaurant setting, touch screens have three important functions. The most visual use of touch screens in restaurants is for order taking and management. This function is in place in almost every chain restaurant today from fast food to sit-down restaurants. Touch-screen ordering is used by restaurant staff members to enter a customer's order into the main system. From there, it is sent to the kitchen and posted into the cash management set-up. When the kitchen crew sees the order on its screen, it knows what it is, the time it was entered and where it is going. Touch screens in restaurants also help to eliminate miscommunication between order takers and kitchen staff.

CASH MANAGEMENT

Cash management is another common use of touch-screen technology in restaurants. After the order is entered into the main system, the cash handlers or management can use the touch screen to pull up the entire order history quickly, including the total bill due. Touch screens are an efficient and faster method of handling information. There is no need to learn keystrokes or complex software. Most touch screens

used in restaurants have a simple menu layout that brings up the needed screen and access to information. Most touch screens are set up on a computer networking system where there is one central processor and multiple terminals can access that information. This means that any information required can be accessed at any terminal throughout the establishment.

INVENTORY CONTROL AND MANAGEMENT

Inventory control and tracking is the third use of touch screens in restaurants. Since both order taking and cash management are handled through one central system, the touch screen technology can also integrate inventory handling at any point in the process. Again, with minimal space used, any trained person can handle tracking and ordering of inventory at any point in the network easily. This saves on having the need for special paperwork or added hardware or items being carried around. Each section of the restaurant can have inventories entered directly from their section via touch screens that can be either built-in to a station, hanging from the ceiling or part of a portable notebook.

EFFICIENCY AND ACCURACY

The use of touch screens in restaurants is the maximum, most-efficient use of space. Another benefit is the ability to control costs. Another positive aspect of the touch screen technology in restaurants is the accuracy the system ensures. When a customer's order is entered on the screen, it goes directly to the kitchen. It is almost impossible to have a problem with an order placed this way.