



**SAM
HOSPITALITY**
ENGAGING • AFFORDABLE • EFFECTIVE

WAITER TRAINING
HOUSEKEEPING TRAINING
FRONT DESK TRAINING
SUPERVISOR TRAINING
BUTLER TRAINING
PORTER TRAINING

30381 Sigalo Street
Daveyton Ext. 2
Benoni
Gauteng, 1520
South Africa

training@samhospitality.co.za
www.samhospitality.co.za

Waiter Training



We are pleased to present our waitron short training modules as shown below. Training programs are tailor made to suite each establishment's needs and budget. You have the freedom to choose modules that you want us to deliver to your staff, and then we will revert with a professional quote and the number of days the training would take.

Minimum 6 staff members and maximum 15 staff members for on-site training

PROVIDING CUSTOMER SERVICE

Contains the following elements:

Importance of the Customer

- Customer as a source of revenue
- The Impact on the Organisation
- Customer satisfaction and company profitability
- Annoying Habits
- Anticipating Guest Needs
- Maintaining good customer care
- Confidentiality of Company and Guest Information
- Personal Presentation
- Personal development

Customer Service

- Greeting of guests
- Promoting facilities and services
- Guest Expectations
- Guest reaction to poor customer service

- Guidelines for superior guest care
- Customer care in other fields and industry
- Improving customer care
- Effective Communication
- Range of Guests

Customer Complaints

- Advantages of Complaints/Customer feedback
- Methods of dealing with customer related issues
- Range of customer complaints
- Common Guest Complaints
- Methods to satisfy irate guests
- Guest Complaints Procedure
- Written complaints
- Documenting Complaints
- Complaint Follow Up Action
- Do's and Don'ts of customer complaints
- Complaints practices
- Requirements for Superior Guest Care

Referral of Customers/Customer Complaints

- Dealing directly with guests
- Referring guests
- Complaints occurring outside work area or authority

MAINTAINING A HEALTHY, HYGIENIC AND PROFESSIONAL APPEARANCE

Contains the following elements:

- Dress Codes and Personal Hygiene
- Legislative Procedures
- Dress Procedures
- Maintaining Personal Cleanliness and Hygiene
- Hygiene Standards
- Professional Appearance
- Professional Appearance
- Uniforms
- Jewellery
- Hair, Moustaches, Beards and Nails
- Dress
- Illness
- Organisational Policy
- Common Illnesses and Interaction

PREPARING AND CLEARING AREAS FOR RESTAURANT SERVICE

Contains the following elements:

Preparing and Clearing Areas for Table Service

- Ensuring that linen and service items are ready for service
- Linen

- Service items and equipment
- Common Napkin Folds

Preparing and storing condiments and accompaniments

- Salt and Pepper
- Butter
- Sauces and dressings
- Sugar and sweeteners

Making sure that refuse and waste containers are clean

Make sure that dining furniture is ready for food service

- Restaurant layout
- Chairs and tables

Types of service

- Restaurant service
- Functions and banquets

Laying table settings correctly for food service

- Type of table setting
- Setting the table d'hôte
- Setting the banquet cover
- Setting the á la carte cover

Making sure that menus are ready for customer use

Working in an organised and efficient manner

Clearing, cleaning and storing service items and equipment

- Clearing service equipment
- Turning off equipment

Preparing linen for dispatch to laundry or storage

Storing food items, condiments and accompaniments

Disposing of rubbish and waste food

Cleaning and storing service items and equipment

- China
- Cutlery
- Glassware

Leaving dining and service areas clean and tidy

- Dining area

- Service areas
- Cleaning dining and service areas

RESTAURANT SERVICE

Contains following elements:

- The 9 steps to success at table service
- Greeting and dealing with customers in a polite and friendly manner
- Identifying customers needs and requirements
- Customers with bookings
- Customers without bookings
- Escorting customers to an appropriate table or waiting area
- Opening the customers napkin
- Presenting menus to customers
- Providing accurate information on individual dishes
- Translating the menus
- Politely guiding customers to an appropriate choice
- Working in an organised and efficient manner
- Providing customers with the correct table items for the food to be served
- Adjusting the cover
- Using appropriate service methods to serve food
- Use of the service cloth
- Use of the underliner
- Use of trays or trolleys
- Use of service cutlery, silverware and dishes
- Serving customers' orders
- Carrying plates
- Ensuring that food served is of the type, quality and quantity required
- Serving and arranging food
- Carrying out work with minimum disturbance to customers
- Keeping customer dining areas and service areas tidy
- Clearing customer tables of soiled and unrequired service items
- Two plate clearing method
- Three plate clearing method
- Clearing glassware
- Changing ashtrays
- Clearing condiments
- Crumbing down
- Dealing appropriately with spillages and breakages
- If a customer is directly affected
- Removing and replacing soiled table linen
- Maintaining sufficient stocks of clean linen, service items, condiments and accompaniments
- Emptying and cleaning refuse and waste containers

PROVIDE A SILVER SERVICE

Contains the following elements:

- Developing efficient and organised work habits
-

Getting ready for service

Service items and equipment

- Service cloths and other linen
- Meeting customer requirements

Food service

- Types of food
 - Using service cutlery
 - Service procedure
 - Placing the plates
 - Portioning
 - Presenting the food
 - Serving the food
 - Serving the soup
 - Surplus food and used equipment
 - Clearing finished courses
 - Clearing side plates
 - Clearing soup bowls and underplates
 - Clearing the table
-

BEVERAGE PRODUCT KNOWLEDGE

It is very important for staff to have knowledge of the products available in a beverage outlet. Good Product Knowledge is the key to correct service in a beverage outlet. To help you remember the many products for beverage service, it is best to divide different products into separate groups. Obviously it is impossible to list every single brand available, so only a few examples are given for each group. If you are unsure about a certain item, ask the Food & Beverage Management as they are there to help you.

This module contains the following elements:

- Basic Spirits
- Pouring Brands
- Other Spirits
- Vermouth
- Aperitifs
- Digestives
- Sherry/ Port
- Local/ Imported Liqueurs
- Beer/ Cider
- Alcohops / RTDs
- Minerals/ Other Minerals/ Mixers

- Juices
 - Cordials
 - Mineral Water
 - Syrup & Bitters
 - Energy Drinks
-

SOUTH AFRICAN WINES & SERVICE

Contains the following elements:

- Wine – How is it made
 - Blending and Maturation
 - Shelf-life for Wines
 - Cultivars
 - SA Wine Styles
 - Sugar or Sweetness In SA Wines
 - South African Wine Producers
 - Storage and Glasses
 - Serving Temperatures
 - Wine Tasting Terms
 - Climate & Terroir
 - Wine Serving Procedure
 - Wine and Food Pairing
-

SERVING DRINKS IN THE RESTAURANT

Contains the following elements:

- Develop efficient and organised work habits
- Age limits
- Bring your own (BYO)
- Intoxicated persons
- Provide customers with accurate information on drinks
- Suggestive selling
- Promote drinks at appropriate times
- Correct order taking
- Serve drinks
- Serving wine
- Presenting the wine
- Opening and pouring the wine
- Champagne and other sparkling wine
- Presenting wine
- Opening and pouring
- Serving coffee and tea