

Food & Beverage Skills is aimed at waiting staff in the restaurant, bar, lounge and room service departments. It could also include supervisory staff but not management or executive level personnel. Maximum group training numbers are sixteen delegates each day, with a minimum of six.

The **Food & Beverage Skills** programme is split into 6 sessions:

*Introduction* – gives an overview of Upfront! Training and outlines the overall objective of the course, which is that by the end of the day the delegates will be able to demonstrate their understanding of five star luxury standards, processes and interactions in Food and Beverage and how they benefit the employee, the guest and the hotel.

*Restaurant Service* – in this section we discuss the standards relating to restaurant service, with an emphasis on those standards most commonly missed, why the standards are important, best practice and what was achieved in the previous hotel audit (if applicable).

*Bar/Drinks/Lounge Service* – in this session we discuss the standards relating to serving guests in the bar and lounge and we touch on light meals service. We emphasise the standards most commonly missed, why they are important, best practice and what was achieved in the previous hotel audit (if applicable).

*In Room Dining* – in this session we discuss the standards relating to in room dining. The use of actual room service orders from previous quality audits provides realistic case studies and examples of best practice.

*Breakfast Service* – in this session we discuss the standards relating to breakfast buffet and a la carte service, with the importance of breakfast to the guest experience emphasised. Results from previous audits are discussed, as is best practice.

*Consolidation* – occurs at the end of the day and the delegates are asked to demonstrate what they have learnt by means of a fun interactive game. They also commit themselves to a work-based goal-setting exercise aimed at improving performance.

A variety of training techniques will be used during the day including discussions in the group, syndicate work, role plays and games, all of which are linked to the course material. The atmosphere will be relaxed and conducive to learning. Actual hotel menus, wine lists and drinks lists are used. A workbook will be issued at the start of the day with additional handouts distributed during the course.

In order to assist the line managers in ensuring that the skills gained during the training are taken back into the workplace, an action plan will be issued to each employee at the end of the day. They will be given a deadline by which to fill out the form, agree the planned improvements with their line manager/head of department and copy it onto the hotel training co-ordinator. Once the agreed improvements have been achieved, the line manager/head of department will sign off the form and it will be sent to our head office via the training co-ordinator. A certificate of achievement will then be issued to the employee.