

Server Job Overview



As a server, you are the restaurant's most visible representative. You must communicate our hospitality and atmosphere to each of our guests and provide the service that will keep them coming back. Our guests depend on you to serve food and drinks quickly and courteously, and to make their visits enjoyable and memorable. Your knowledge of our food, drinks, and operation is the key to providing the "Exceptional Guest Experience." Our guests will appreciate your thorough knowledge.

Your mission as a server is to treat guests better than you would treat them in your own home. We only have from the time the guests arrive until they leave to convince them to dine with us again, which is usually 45 minutes. Keep in mind that most guests know what they want and are anxious to get it. Your goal is to never let your guests have to wait to have something in front of them. Your speed of service must be running "in fast" at all times. Take every opportunity to fulfill their needs. Ask yourself, will this guest return and bring others? Will they be impressed?

Serving food and drink well is an art. Like any other profession, it takes skill and understanding. You need to be calm and professional when emergencies arise, as well as a charming host, to bring guests back again. Remember, the guest is the most important person in the restaurant.

Important Qualities to Consider:

- **Enthusiasm** – A positive attitude is the most important personality trait of successful servers, it is contagious.
- **Sincerity** – Have total concern for our guests. Involve yourself thoroughly in your work and treat other people as you would like them to treat you. Teamwork is one result of having this quality.
- **Courtesy** – Being courteous stimulates courtesy on the part of those who work with you. This makes for a pleasant work atmosphere.
- **Initiative and Persistence** – You can develop initiative by the way you tackle tasks. You should try to do each job 10% better than it was done before. This effort builds attitudes and habits that cannot help but lead to success. Develop an awareness to detail. Always have a sense of urgency.

Our concept, which has grown out of enthusiasm and teamwork, is focused on one objective – Guest Satisfaction. We believe you will be proud of your part in helping us provide the finest restaurant

Banquet Manager Training Guide

Wolfgang Guggemos



Banquet Manager Training Guide:

The Food Service Manager's Guide to Creative Cost Cutting Douglas Robert Brown, 2006 This step by step guide will take the mystery out of how to reduce costs in four critical areas food beverage operations and labor *The Encyclopedia of Restaurant Training* Lora Arduser, Douglas Robert Brown, 2005 Book CD ROM Training is an investment for the future the only foundation on which success can be built Training delivers excellence in product and performance elevating a good restaurant into a great one Training will keep the skills of its employees and management sharp But in no other industry is its absence or presence as obvious as it is in the food service industry It is hard to find good qualified employees and even harder to keep them In addition unemployment levels are low and competition for qualified workers is tough What s the answer Training Constant training and re enforcement keeps employees and management sharp and focused and demonstrates the company cares enough to spend time and subsequently money on them And that s precisely what this encyclopaedic book will do for you be your new training manager The first part of the book will teach you how to develop training programs for food service employees and how to train the trainer The book is full of training tips tactics and how to s that will show you proper presentation and how to keep learners motivated both during and after the training The second part of the book details specific job descriptions and detailed job performance skills for every position in a food service operation from the general manager to dishwasher There are study guides and tests for all positions Some of the positions include General Manager Kitchen Manager Server Dishwasher Line Cook Prep Cook Bus Person Host Hostess Bartender Wine Alcohol Service Kitchen Steward Food Safety Employee Safety Hotel Positions etc Specific instructions are provided for using equipment as well **Guidelines, Innovative Collective Bargaining Contract Provisions** ,1995

Human Resource Management in a Hospitality Environment Jerald Chesser, 2017-03-16 This new textbook provides a complete study of human resource management from the perspective of management and operation in a hospitality environment The hospitality industry continues to grow every day bringing new challenges and opportunities This up to date textbook provides the information on effective human resource management that managers need to know to succeed in today s competitive hospitality business environment *Career Guide to Industries, 2008-09* Bernan, 2008-02 Labor Statistics Bureau Bulletin 2601 Provides information on the nature of the industry employment working conditions occupations in the industry training and advancement earnings and benefits and outlook Organized by Standard Industrial Classification SIC major categories Intended as a companion to the Occupational Outlook Handbook Item 768 A 01 *Catalog Food and Nutrition Information Center (U.S.)*, 1974 **Resources in Education** ,1998-07 **Airman** ,1980 *HACCP and Sanitation in Restaurants and Food Service Operations* Lora Arduser, Douglas Robert Brown, 2005 This book is based on the FDA Food Code and will teach the food service manager and employees every aspect of food safety HACCP proper cleaning and sanitizing waste and pest management and the basic principles of HACCP Hazard Analysis Critical Control Points

Explain what safe food is and how to provide it Bacteria viruses fungi and parasites various food borne illnesses safe food handling techniques Purchasing and receiving food storage preparation and serving sanitary equipment and facilities cleaning and sanitizing of equipment and facilities pest management program accident prevention program crisis management food safety and sanitation laws The companion CD ROM contains all the forms and posters needed to establish your HACCP and food safety program The companion CD ROM is included with the print version of this book however is not available for download with the electronic version It may be obtained separately by contacting Atlantic Publishing Group at sales atlantic pub com Atlantic Publishing is a small independent publishing company based in Ocala Florida Founded over twenty years ago in the company president s garage Atlantic Publishing has grown to become a renowned resource for non fiction books Today over 450 titles are in print covering subjects such as small business healthy living management finance careers and real estate Atlantic Publishing prides itself on producing award winning high quality manuals that give readers up to date pertinent information real world examples and case studies with expert advice Every book has resources contact information and web sites of the products or companies discussed

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