

COURSE CONTENT OVERVIEW

Restaurant Hospitality



This Restaurant Hospitality course teaches waiters, waitresses, and bar staff how to provide high quality customer service. Front of house staff are often the face of the business, so it's crucial that they know how to deliver professional, friendly customer service to guest and attend to their needs as best they can. By completing this course, they will understand how to effectively serve guests, from the moment they arrive to when they leave, and beyond.

Module One: Introduction

This module explains the importance of good hospitality service in restaurants. It explains what skills front of house staff should have in order to serve guests professionally, and highlights the benefits that restaurants will gain as a result.

- What is good hospitality?
- What skills do I need?
- Benefits of good hospitality

Module Two: Making an Impression

This module emphasises how important it is for front of house staff to present themselves and the restaurant in a way that gives guests a good impression. This includes maintaining a tidy appearance, adopting positive body language, handling booking calls professionally, and preparing tables.

- Appearance
- Body language
- Personality
- Attitude
- Before guests arrive

Module Three: Serving Guests

This module covers the entire process that waiters and waitresses should follow when guests dine at their restaurant – from showing them to their table, through taking orders, to handling payment and complaints. It also discusses the importance of making sure guests who have to wait are looked after.

- Greeting arrivals
- Seating guests
- Taking orders
- Menus and upselling
- Delivering orders
- Clearing the table
- Payment
- Handling complaints

Module Four: Know Your Drink

This module explains how important it is to know what type of drinks your restaurant sells and how to serve them to guests. This knowledge helps front of house staff make suitable recommendations and enhance the diner's meal with a well-paired, properly-prepared drink.

- Wine
- Beer
- Coffee
- Tea
- Soft drinks

Module Five: Know Your Food

This module highlights the importance of knowing the restaurant's food menu inside and out, as it enables front of house staff to tell guests how certain dishes are prepared and make recommendations if they ask. Furthermore, it enables staff to do quality checks, advise those with dietary requirements (such as allergies), and upsell effectively.

- Know your menu
- Dietary requirements
- Upselling

Module Six: Laws and Licensing

This module details what restaurants need to do to comply with the law, and how this applies to front of house staff. In particular, it discusses what they need to do regarding the sale of alcohol. It also clarifies what further training front of house staff should receive to meet legal requirements and fulfil their role as best they can.

- Registration and licences
- The Licensing Act 2003
- Asking for ID
- Other requirements
- Overdrinking
- Training

Aims of the training

By the end of this course, learners will:

- Understand why good hospitality service is important and recognise what skills they need to deliver it.
- Know how to make a good impression through their appearance, body language, personality and attitude.
- Be able to help keep the restaurant presentable and hygienic.
- Understand how to effectively serve guests, from the moment they arrive to when they leave.
- Be able to fulfil orders professionally and in a way that shows guests they care.
- Know how to deal with complaints.
- Recognise the importance of knowing their drinks and food menus.
- Understand how to give recommendations and upsell effectively.
- Know what the law requires of their restaurant and how they can help to comply with these requirements.