

Hotel Front **Office**



Self-Study ELearning Training Course

Organized by

www.hospitality-school.com

(World's Most Popular Free Hotel Management Training Blog)

Message to All Prospective Students

Dear Readers,



Thanks for downloading our exclusive **Front Office ELearning Training Course** Prospectus.

This Self Study ELearning Course will serve as a practical guide to all the Front Office professionals already in the industry or to the novice- who wants to pursue a career in the Front Office, and wants to have a fast track career to the Management level in the Hotel, or just anybody who is interested to know about Hotel's Front Office.

There have been so many changes in the Front Office Department all over the world in the recent times that we have to really move away from the old ways and methods and adopt new methods and techniques to really stay in the competition. This course serves that purpose and acts as a practical guide to all the Front Office professionals working in the very luxury 5 star properties to professionals in standalone independent Restaurants.

All the information is concise, straight and practical, without beating about the bush approach of many other courses. Due to the constraints of time and the number of pages, all the information is brief and to the point.

Some aspects of Front Office which are found in detail in most other courses are covered in a limited way and topics not covered in other books or courses are covered in this course in detail.

This Self Study ELearning Course will also help other professionals in the Hotel Industry like the F & B Staff, House keepers, Sales and Marketing Staff, Accounts, Human Resources and Training, to understand thoroughly about the functioning of Front Office Department and look for a possible switch over or change to pursue a career in the Front Office.

This course serves as an excellent guide to General Managers and to all those in the Corporate level to have a thorough control over Front Office and to optimize revenue and introduce new concepts.

Finally it would help the hospitality students to have a clear practical understanding of Front Office and to the Hospitality Recruitment Companies, Human Resource Professionals , people involved in the Travel and Tourism Trade etc.

Initially when I first started working in Front Office I was new to the industry and all that I knew was the theoretical aspects which I have learnt in my Hotel School. Obviously most of it cannot be practical. This course serves as a guide for Global Standard for Front Office, applicable anywhere in the world.

This course tries to clear and answer many of the doubts which a Front Office Professional encounters on a day to day basis in his career, as I have compiled it with my own practical experience in many operations in different countries.

I cannot say I have answered them all but at least most of them to the best of my knowledge, after a lot of research.

Enjoy reading and have a great career ahead.

Regards

Hotelier Janji

Admin & CEO

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WHY YOU MUST JOIN THIS COURSE

- ✔ Our Syllabus is self-explanatory. Have a quick look on our syllabus. You will never find such diversity of subjects in any other hotel management training course.
- ✔ This course is designed for everyone-novice to top level industry professionals. Highly recommended for Hotel Management Students.
- ✔ Exclusive Audio Training Tutorials with transcripts to make you understand the real situations.
- ✔ Some relevant training videos available in different video sharing sites.
- ✔ Hundreds of Standard Operating Procedures (SOP) & Policy Guidelines.
- ✔ Real life Hotel Documents, Reports and Checklists. Most of these materials are editable.
- ✔ Biggest collection of Job Specifications.
- ✔ Good Number of top quality Lecture Notes, articles and relevant Power Point Presentations.
- ✔ Those who will enroll for certificate course will get it after successful completion of the course. Certificate will be given by our site www.hospitality-school.com, leading online sources of knowledge for hoteliers round the world.
- ✔ You don't need to give your time for general classroom education. You can read or print out our resources from your home. You will get 1 month time to answer questionnaires if you go for certificate course.

ABOUT THE COURSE

- ☑ This will be a 5 month self-study eLearning course. You will get digital downloadable products.
- ☑ After successful completion of this course we will send Certificate to your address through DHL. Please do mention that certificate will not be authorized by any hotel management professional association or training body. It will be given by our site's name. If you require affiliated certificate then you should not join here. To cut off the course fee we have decided not to make our certificate affiliated. Do remember that there are both with and without certificate courses available.
- ☑ Our first batch will start from 20th April 2011. You can pay until 18th April.
- ☑ There will be 4 modules. On the 20st date of each month you will get course materials on your email address.
- ☑ There will be 2 assessment tests. With the 2nd and 4th module you will get questionnaires. You will get 1 month to answer. You have to answer all those questions. There will be no grading. All you have to do is to pass the exams to be able to get certificate. All though it will be an open book exam but we will expect you to answer by your own. There will be some theoretical as well as real life problem solving questions.
- ☑ All resources will be sent via Email. Also those who would pay for certificate will get a DVD that will contain all course materials.

Course Title/Options	Tuition Fees
Single Course	
Front Office Training (1 Certificate)	US 250 \$
Front Office Training (Without Certificate)	US 200 \$
Food & Beverage Service Training (1 Certificate)	US 250 \$
Food & Beverage Service Training (Without Certificate)	US 200 \$
Combined Courses @ Discount Rate	
Front Office & Food & Beverage Service (2 Certificates) *	US 400 \$
Front Office & Food & Beverage Service (without any Certificate) **	US 350 \$

Note:

- * Special **US 100 \$ discount** for Front Office & Food and Beverage Service (With certificate)
- ** Special **US 50 \$ discount** for Front Office & Food and Beverage Service (Without certificate)

HOW TO PAY TO BOOK YOUR SEAT

- ✔ You can pay via PayPal or Western Union or MoneyGram money transfer service.
- ✔ You can also pay through online. Our PayPal Id is fighttofit@yahoo.com. Send your PayPal balance to this email address. Please note that if you prefer to pay through PayPal then after paying us, please send your **unique transition number** to our email address hoteliertanji@gmail.com so that we can easily identify you. Within 48 hours you will get confirmation message from us.
- ✔ If you want to pay from your Bank through Western Union or MoneyGram service then please send here:

For Western Union:

First Name: Rifat Rashid
Last Name: Adnan
City: Dhaka
Country: Bangladesh

For MoneyGram:

First Name: Rifat
Middle Name: Rashid
Last Name: Adnan
City: Dhaka, **Country:** Bangladesh

Note: Please do consider that bank remain close on Friday & Saturday. You have to send us following information and allow us at least 2 days to confirm your seat. After sending these following points of information to our email address, hoteliertanji@gmail.com, our staff will receive your payment and right after that we will confirm you through email.

- ✔ **MTCN (Money Transfer Control Number) Number**
- ✔ **Your first and last name, EXACTLY what you have written in the form**
- ✔ **Name of your country and city**
- ✔ **The amount you paid**
- ✔ **Course that you want to join.**

For more information please email us: hoteliertanji@gmail.com

COURSE CONTENT

Exclusive Audio Training Tutorials with Transcripts:

1. Reserving rooms
2. Filling in the registration card
3. Mistake in the reservation
4. Welcoming a walk-in guest
5. Business center service
6. Rent a car service
7. For a doctor or nurse
8. Exchanging money
9. Arranging escort tour
10. Receiving & forwarding message
11. Safe deposit box
12. Courtesy service
13. Arranging business meeting
14. Guest Complaint Handling
15. Room Change
16. Hotel Service
17. Guest Service

Note: More audio training modules will be added based on real hotel operation.

Power point Presentations:

1. Front Office Operation-1 (28 Slides)
2. Front Office Operation-2 (12 Slides)
3. Front Office Operation-3n,, (22 Slides)
4. Hotel Hierarchy (21 Slides)
5. Guest Accounting (10 Slides)
6. Classification of Hotel Rooms (18 Slides)
7. Front Office Operations: Accommodation Products & Hotel Guest Amenities (42 Slides)
8. Front Office Service-Lectures (67 Slides)
9. Classifications of Hotel (30 Slides)
10. Classification of Hotel Size & Products (188 Slides)
11. Credit Card Handling Procedure (45 Slides)
12. Ethics in Front Office Operation (7 Slides)
13. Guest Check Out (7 Slides)
14. How to Greet a Guest (9 Slides)
15. In Room Check In (9 Slides)
16. Functions of Front Office Department (32 Slides)
17. Front Office Accounting (9 Slides)
18. Introduction to Front Office Department (42 Slides)

19. Guest Registration Procedure (21 Slides)
20. Night Auditing (11 Slides)
21. Guest Reservation (13 Slides)
22. An Introduction to Hotel Room Division (36 Slides)
23. An Overview of Front Office Department (27 Slides)
24. Guest Service Training (35 Slides)

Video Training Tutorials:

- Check in
- Guest Reservation, etc.

Note: We will share web links of relevant hotel training videos that are available free on online. Although those videos are not professional standard, but very helpful to understand real hotel operation.

Lecture Notes:

1. Guest Registration Procedure
2. Guest Relation Officer
3. Front Office staffing levels and Rotas
4. Establishing Room Rates
5. Contracting Rates
6. Occupancy reports and forecasts
7. Yield Management
8. Code of Practice
9. Statutory Requirements and the Front Office Manager
10. The Night Audit
11. Evaluating Front Office Operations
12. Staff Motivation and Empowerment
13. Security of Guests, Staff and the Hotel
14. General Rules & Regulation of Hotel
15. Security: Guest & Hotel
16. Express Check Out
17. Maintaining Guest History
18. Handling Guest's Passport
19. Forecasting Room Sales
20. Transferring Guest's Account
21. Dealing with Guest's Complaint
22. How the front office department maintain quality of customers service
23. Classification of Hotel
24. Communication
25. Introduction to Front Office Department
26. Front Office Operation
27. Handling Mail & Messages
28. Introduction to the concept of Service Centre

29. Check out & Settlement
30. Country Code Difference
31. Front Office Accounting
32. Hotel Cash Management
33. Hotel Credit Management

Note: More exclusive lecture notes will be added.

Administration & Reports:

1. Checklist
2. Reports

Note: Good number of sample hotel documents and reports will be provided.

Equipment:

- Listing By Alphabet

Recruitment & Training:

1. Recruitment and Selection
2. Training Responsibilities
3. Department Training Manuals

Communication:

- Front Office Meetings
- Briefings

Terminology:

- Listing by Alphabet

Job Descriptions

Organization Chart

Front Office:

1. Front Office Manager
2. Service Manager – FO (Morning)
3. Service Manager – FO (Evening)
4. Service Manager – FO (Overnight)
5. Service Leader – Front Office
6. Service Leader – Rooms Controller
7. Service Associate – Front Office
8. Room Divisions Manager

9. Revenue & Front Office Manager
10. Reception Manager
11. Head Receptionist
12. Front Office Attendant
13. Guest Relation Manager
14. Assistant Guest Relation Manager
15. Guest Relation Supervisor
16. Guest Relation Officer
17. Reservation Supervisor
18. Reservation Officer
19. Night Manager
20. Night Administration

Concierge/ Bell:

1. Service Manager – Concierge/ Chief Concierge
2. Service Leader – Concierge
3. Service Associate – Concierge
4. Concierge Officer
5. Bell Captain
6. Bellman
7. Executive Driver
8. Door Boy – Girl
9. Valet
10. Airport Representative Supervisor
11. Airport Representative Officer

Telephone/ Service Centre:

1. Service Manager – Telephone/Service Centre
2. Service Leader – Telephone/Service Centre
3. Service Associate – Telephone/Service Centre

Business Centre:

1. Business Centre Supervisor
2. Business Centre Officer
3. Telephone Operator Supervisor
4. Telephone Operator
5. Fax Operator

Guest History:

- Guest History Manager

HOTEL'S POLICY & PROCEDURE-FRONT OFFICE

1. Cash Paid Out
2. Credit Cards
3. Cashier Shortage And Over Charge
4. Tipping Policy
5. Lost & Found
6. Loss & Damage
7. Robbery
8. Theft Procedure
9. Lost And Found
10. Unclaimed Deposit Refund
11. Room Master
12. Room Search
13. Rebate
14. Remittance Procedures
15. Disease
16. Medical Emergency
17. Medicine
18. Medical Assistance
19. Guest Injury
20. Emergency Procedure
21. Emergency Procedure Accidents
22. Fire Extinguishers
23. Back Of House Emergency House
24. tragedy Death
25. Slept Out Room
26. Room Found Vacant
27. House Use Rooms
28. Do Not Disturb Room
29. Guest Master Key Car Holders
30. Hotel Skippers
31. Access Public
32. Damage By Guest
33. Telephone & Fax Management
34. Phone Use
35. Sales Phone
36. Walkie Talkie
37. Resort Vehicle Ownership
38. Vehicles
39. Front Office Club Cars
40. Driver Allowance
41. Driver Outside
42. Control Vehicles
43. Host Transportation
44. Host Transportation 2
45. Resort Transportation
46. Mail Central
47. On Line Newspaper
48. Manager Log Book
49. Daily Log Book
50. Inspection Form
51. Procedures Of Packages
52. Save Opening
53. Garbage Sorting Staff Area
54. Gardeners
55. Resort Fogging
56. Lift Malfunction
57. New Staff Housing Set-up
58. Property Damage
59. Wet Weather Policy
60. Complimentary Accommodation
61. Control Of Obstructions
62. Front Office Basics
63. Hydrochloric Acid
64. Telephone Techniques
65. Respect For Guests & Staff
66. Caring For Guests
67. Professionalism
68. Grooming
69. Anticipating Needs
70. VIP Guests
71. Royal Club Floor
72. Royal Club Lounge
73. Handling Complaints
74. Empowerment
75. Damage, Loss Of Property
76. Accident & Injury

EXCLUSIVE SOP COLLECTION

Preparation/Prior to Guest Arrival SOP:

1. Social Skill
2. Activities Prior To Starting Shift
3. Preparing For And Taking Over Shift
4. Closing Shift
5. Conducting Briefings
6. Procedure For Cutting Keys
7. Preparing Welcome Packs And Cards
8. Preparing For Individual Arrival
9. Preparing For Group Arrival

Guest Arrival SOP:

1. Air Transfer
2. In Front of the Hotel
3. Welcoming The Guest / Entering The Hotel
4. Registration/Check In At The Desk
5. Registering Guests
6. Registration Procedures
7. Repeat guest Check in
8. VIP guest
9. Group Check In
10. Pre-Registered Check in
11. Long Stay Guest Reservation-Above 365 Days
12. Upselling Rooms
13. Walk-in Guest
14. Walking Guest
15. Room Allocation
16. Complementary Room
17. Guest waiting for a room
18. Single Lady Traveler
19. Guest Lounge Supervision
20. Method Of Payment At Check In
21. Billing Instruction During Check In
22. Room Type Not Available
23. Room Not Ready
24. Turn Away Guest
25. Full Guest Room Situation
26. Public Area First Impression
27. No Show Policy
28. Frequent Flyer Guest
29. Hold & Charge Procedure

During Stay in Room SOP:

1. During The Stay
2. Handling all Guest courier requests
3. Repeat Guest fruit basket
4. In- House Guest birthday
5. Birthday Emails
6. Flowers for VIP guests
7. Handling Dockets between Food & Beverage and Front Office
8. Credit Limit Check
9. Handling of PM rooms
10. Handling valuables left in the Guest Rooms
11. Long Staying Guest Program
12. Guest Complaint
13. Do Not Disturb Room
14. Guest Room Inspection
15. Room Change Without Guest Presence
16. Double Lock Room
17. House Use Guest Room
18. Slept Out Room
19. Cashiers Remittance Procedure
20. Unclaimed Cash Deposit
21. Cashier Shortage & Overage
22. Out of Order Rooms
23. Calling the Doctor

Guest Departure/Check out SOP:

1. Check Out At The Reception Desk
2. Express Check Out
3. Cash Policy
4. Check Out Cash Payment
5. Check Out Credit Card
6. Check Out City Ledger
7. Mini Bar\Posting
8. Farewell

Reservation SOP:

1. Guest Call The Hotel
2. Accommodation Request, Making & Confirm Booking
3. All Agents Involved
4. Sold Out Status

Guest Relation SOP:

1. Airline Ticket Reconfirmation
2. Airline Ticket Booking & Rerouting
3. Secretarial Service At Business Centre
4. Welcoming Guest On Arrival
5. Tour Bookings
6. Golf Booking
7. Checking Rooms Prior To Arrival
8. Taking Messages
9. Lost Luggage Complaints

Concierge SOP:

1. General Operation Guideline
2. Concierge Desk Operation Guideline
3. Concierge Set Up
4. Bell Service Guideline
5. Porte Cohere/Valet Parking Operation Guidelines
6. Follow-up Wake Up Call
7. Ambassador, Personal Assistant
8. Receiving handover from the previous shift
9. Greeting a guest as they arrive at the hotel
10. Group Check-In and Movement
11. Guest Check- In
12. Delivery of Messages and Faxes
13. Delivering the morning newspapers
14. Guest Check-out
15. Group Check-out and Movement
16. Luggage Handling On Departure
17. Signing for Guest Deliveries
18. Room Move
19. Storing Items for guests during stay and after Check out
20. Complimentary Transportation
21. Transport Requests
22. Airport/Limousine Service
23. Lobby Walkabout
24. Paging
25. Drivers- Hand Over and Takeover
26. Car Cleaning
27. Car Maintenance
28. Follow up on Car Payments

Service Center SOP:

1. Handling Over Between Shifts
2. Attending to Phone Calls

3. Handling of Incoming Faxes
4. Handling of Messages in Envelopes for In-House Guests
5. Developing Faxes & Messages
6. Luggage Collection/Delivery Request
7. Handling of Guest Complaints
8. Equipment Set Up (Pictures)

Business Center SOP:

1. Turndown Notes
2. Meeting Room Reservations
3. Lamination
4. Spiral Binding
5. Scanning
6. Making Phone calls
7. Handling internal requests

PABX/Telephone Operation SOP:

1. Activities Prior To Starting Shift-200
2. Receiving an Internal Telephone call
3. Putting a caller on hold
4. Transferring a call
5. Connecting an International call
6. How to take a message
7. Handling a Do Not Disturb Request
8. How to take a wake-up call request
9. Wake-up Calls Airlines, Groups
10. Mobile Phone Rental Procedure
11. Delivering a Wake Up call
12. Voice Mail
13. Information gathering
14. Making it Right/Telephones Log Book
15. Handling of DVD's Players in the Front Office
16. One Touch Assistance
17. Checks on Communication Department responsibilities
18. First Aid Box replenishing
19. Emergency Line handling
20. Communication Paging
21. Communication Switchboard
22. Communication, Message & Fax
23. Guest Receiving Visitors

• THE END •

Hotel Food & **Beverage Service**



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There have been so many changes in the Food & Beverage Department all over the world in the recent times that we have to really move away from the old ways and methods and adopt new methods and techniques to really stay in the competition. This course serves that purpose and acts as a practical guide to all the Food & Beverage professionals working in the very luxury 5 star properties to professionals in standalone independent Restaurants.

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- ☑ You can also pay through online. Our PayPal Id is fighttofit@yahoo.com. Send your PayPal payment to this email address. Please note that if you prefer to pay through PayPal then after paying us, please send your **unique transition number** to our email address hoteliertanji@gmail.com so that we can easily identify you. Within 48 hours you will get confirmation message from us.
- ☑ If you want to pay from your Bank through Western Union or MoneyGram service then please send your payment to our staff here::

For Western Union:

First Name: Rifat Rashid
Last Name: Adnan
City: Dhaka
Country: Bangladesh

For MoneyGram:

First Name: Rifat
Middle Name: Rashid
Last Name: Adnan
City: Dhaka, **Country:** Bangladesh

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- ☑ **Your first and last name, EXACTLY what you have written in the form**
- ☑ **Name of your country, city & telephone number**
- ☑ **The amount you paid. Please check our tuition fees on previous page.**
- ☑ **Course that you want to join.**

For more information please email us: hoteliertanji@gmail.com

COURSE CONTENT

Free EBooks:

2 Free Guide books for Complete Beverage Knowledge. In total around 200 page of content. Highly recommended for F & B students from complete knowledge on beverage items.

Exclusive Audio Training Tutorials with Transcripts:

1. Booking a table
2. Taking order for breakfast
3. Ordering for drinks
4. Taking order for main course for lunch/dinner
5. Ordering today's special (Plat du jour)
6. Ordering various meals from the a la carte menu
7. Taking Order over telephone
8. Offering Dessert
9. Collecting Bills
10. Restaurant Plate setting
11. Guest Complaint Handling
12. Room Service

Note: More audio training modules will be added based on real hotel operation.

Video Training Tutorials:

1. **150+ Exclusive Food & Beverage Service related training videos** links that cover almost all basic concepts on food & beverage service issues like table setting, napkin folding, alcoholic & nonalcoholic beverages, restaurant training etc.

Note: We will share web links of relevant hotel training videos that are available free on online.

Power point Presentations:

1. French Classical Menu (113 Slides)
2. Restaurant Management (75 Slides)
3. Banquets (41 Slides)
4. Bar Operation (26 Slides)
5. Buffet (72 Slides)
6. Cocktails (159 Slides)
7. Food & Wine (77 Slides)
8. Gueridon Service (79 Slides)

9. Salad & Cheese (73 Slides)
10. Wines of France (46 Slides)
11. Wines of Spain & Portugal (41 Slides)
12. Rum & Tequila (15 Slides)
13. Vodka (7 Slides)
14. Sprints (25 Slides)
15. Brandy (17 Slides)

Note: More Power point presentations will be added.

Lecture Notes:

1. Hotel Departments & Staff Hierarchy
2. F & B Service Department
3. Restaurant & Types
4. Restaurant- Furniture, fixtures and their Dimensions
1. Attributes of a Food & Beverage Professional
2. Etiquette & Mannerism
3. Handling Difficult Situations in Restaurant
4. Different Types of Service
5. Guest's Meal Experience
6. The Menu: Menu Planning & Design
7. Covers & Accompaniments
8. Napkin Folding Techniques with Exclusive Pictures (Around 180 Page)
9. Meal Plans & Billing System
10. Cheese
11. Bread & Butter
12. Condiments
13. Non Alcoholic Beverages-Complete Knowledge
14. Alcoholic Beverages-Complete Knowledge
15. Aperitifs and Their Service
16. Cigars
17. Mise-en-place & Mise-en-scene
18. A to Z Banquet Training Manual
19. Hygiene & Sanitation
20. Food & Beverage service areas and equipment with Exclusive Pictures
21. Cover & Table Lying
22. Ancillary Departments (stillroom, silver room, pantry etc.)
23. Hotel Room Service-Complete Knowledge
24. Suggestive Selling & Upselling

Note: More exclusive lecture notes will be added.

Short Notes/Articles:

1. F & B Ethics
2. Duty Rosters
3. Staffs Appraisal
4. Staff Behavior
5. Training for F & B Staffs
6. Basic Food Preparation
7. Dairy Products
8. General Service Rules
9. Telephone Skills & Etiquette
10. Kitchen Order Ticket/KOT
11. Inventory
12. Work schedule of a F & B Manager
13. Food Pricing
14. Budgeting
15. World's Popular Food Items
16. F & B Standard cross the world
17. Promotions in F & B Service
18. Keynotes for New Employees

Note: More short notes will be provided.

Files & Documents:

1. Checklist
2. Hotel Documents
3. Reports

Note: 100+ hotel documents, reports & checklists will be provided.

Terminology:

1. Alcohol Glossary
2. Bar Glossary
3. Beer Glossary
4. Cocktail Glossary
5. Coffee Glossary
6. Dairy Glossary
7. Tea Glossary
8. Whiskey Glossary
9. Wine Glossary

Job Descriptions

1. F & B Director
2. F & B Manager
3. Restaurant Manager
4. Catering Supervisor
5. Catering Manager
6. Catering Maitre D'
7. Senior Captain/Restaurant Supervisor
8. Banquet Manager
9. Banquet Waiter
10. Banquet Porter
11. Captain/Head Waiter
12. Steward/Waiter
13. Busboy/Assistant Waiter
14. Restaurant Hostess
15. Bartender
16. Sommelier/Wine Butler
17. Carver/Trencher

RESTAURANT POLICY & PROCEDURE

1. Restaurant – The 50 Service Basics
2. Breakage & Loss Control
3. Children's Privileges
4. F&B Meeting And Briefings
5. Finishing Off Banquet Event
6. Food Safety Management System
7. Garbage Sorting
8. Guest Relations
9. Cashier Cash Amount
10. Guests Find Undesirable Objects In Food
11. Guest's Special Food Request
12. Handling Intoxicated Guests
13. Handling Service Accidents
14. Handling Special Requests
15. Hygiene Control
16. Log Book
17. Pets
18. Quality Control
19. Spoiled Wine
20. Staff Beverage Spoilage
21. Staff Complaints
22. Staff Personal Call
23. Teamwork

24. Wet Weather
25. Wine By The Glass
26. Bar Music
27. Bar Music Set-up
28. Notice Boards
29. Notice Boards
30. Guest Names
31. Cold & Hot Towels
32. Hot Milk Options
33. Survival Kit
34. Torches & Candles
35. Thin Red Line - Don't Interrupt
36. Thin Red Line - Anticipate Guests Mood
37. Thin Red Line - Conversations
38. Welcoming And Greeting A Guest
39. Reading Glasses
40. Pasta Bib
41. Children's Glasses
42. Guest History
43. Cruet Set Warmer
44. Lady's Handbag Side Table
45. Set-up Of Service Station
46. Pantry Set-up
47. Service Sequence Breakfast
48. Service Sequence Lunch
49. Opening Morning Shift Check List
50. Check Host Attendance
51. Check Host Attendance – Grooming
52. Check Outlet Presentation
53. Check Mice en Place
54. Check Table Set-up
55. Check Buffet Set-up
56. Menu Boards Beverage Lists
57. Check Service Stations
58. Check Reports
59. Conduct Morning Brief
60. Check Cashier
61. Check In Villa Dining, Kitchen & Gardeners
62. Report Verbally
63. Report In Writing
64. Maintenance Issues
65. Notice Boards
66. Orientation & Induction Check List
67. Pool Service

EXCLUSIVE F & B SERVICE SOP COLLECTION

Restaurant Operation:

1. Answer to the telephone
2. Restaurant reservation by telephone
3. First Impression
4. Greeting, Welcome & Seating
5. Escorting Guest
6. Placing Napkin on Guest's Lap
7. Service Sequence
8. Taking Restaurant Reservation
9. Order Taking
10. Taking The Order – Room Service
11. Taking Down The Order
12. Order Delivery – Room Service
13. Menu Presentation
14. Bread And Butter Service
15. Service Of Food
16. Adjusting Covers
17. Follow Up
18. Complaint Handling
19. Serve Towels
20. Billing & Payment
21. Check Sequence
22. Clearing Table & Check
23. Placing Of Tooth Picks
- 24. A to Z Beverage Service SOP (Wine, Champagne, Beer Etc.)**
25. Cigar Service
26. Cigarette Service
27. Breakfast
28. Behaving During Service
29. Checking On Service
30. Telephone Etiquette
31. Restaurant Booked Out
32. Cancellations And Bookings
33. Clearing And Re-Setting The Table
34. The Fine Art Of Observation
35. Farewell And Departure
36. Restaurant Clearing
37. Handling Guest Complaint
38. Handling Rude Guest
39. Maintaining Positive Posture
40. Guest Assistance

Bar Operation:

1. Beverage service
2. Bar guidelines
3. Setting up your bar
4. Things to do when it is quiet
5. Opening procedures
6. Closing procedures
7. Close down check list
8. Shift one opening
9. Closing procedure cleaning
10. Bar periodic cleaning procedure
11. Gravity Chart
12. Bar measurements
13. Toasts around the world
14. History of the cocktail shaker

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