



**200 HOTEL &
RESTAURANT
MANAGEMENT
TRAINING TUTORIALS**
Practical
Training Manual

Hotelier Tanji

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Preview

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Waiter Training Manual

Who is Server or Waitstaff

The staffs or the employees who work in the restaurant or hotel assigned to serve food and beverage to the guests are known as waitstaff, waiting staff, waiter or server. Besides serving meal some waiters are also assigned to serve in the operational activity of production department to smoothen the hotel operation. However, waitstaffs are responsible for performing the following functions:

- Welcome the guest cordially.
- Bring a dining familiarity.
- Taking orders carefully as requested.
- Serve the meal as requested.
- Clear the table after having meal.
- Setting the table after guest departure to welcome the new guests.

1 Preparation before Guest Arrives

Every server is basically assigned with a particular service area or table to perform his/her duties. Moreover the waiter may also be well educated about the duties and responsibilities that are included in a work (not directly associated with guest services) or “mise en place” (put into place). For example opening (dining room preparation, menu study) and closing duties (hand over the duty).

Waitstaffs have to go through some procedures and perform certain responsibilities before guest arrival to ensure smooth guest services which are as follows:

1.1 Station Assignments

Assigned areas for servers are called as station which is the section of hotel dining room. Generally experienced and senior servers are assigned to sought-after larger station whereas the new waiters are assigned to smaller and less popular station.

Each station should occupy a seating arrangement for 12 or more guests at tables, booths, or counters. Though it is very difficult to manage equal distribution of the dining room for station but it is considered as the standard procedure in every hotel.

To maintain the efficiency of hotel service, the F & B servers sometimes have to perform service on a rotational basis.

Station assignment is processed according to the total number of tables in the dining room and number of tables which are assigned to the servers to ensure proper order has given to right party.

1.2 Reservations

Table reservation is very important concept in restaurants. Guests often come with prior reservation in large restaurants to confirm their reservation. Through the reservation list, the waiters will be able to know the schedule of their station assignment and possible number of guests on a particular day.

Table reservation (book a table in advance) is generally executed or handled by one member of the restaurant staff, a receptionist or reservationist.

To precede the reservation process, the reservation staff has to record guest's name, phone number, or credit card number including any special requests (for example: server-of-choice, table-of-choice, high chair, birthday cake etc.) through Computerized reservation system.

Before guest arrival, the reservation staff should confirm the reservation over the telephone prior to the reservation date. The guests with reservation should be seated instantly after arrival. Even some small and fine-dining restaurants also require reservation where guests tend to remain for the evening.

1.3 Dining Room Preparation

1.3.1 Preparing the Tables

Preparing the dining table before guest arrival is one of the prime duties of restaurant staffs. A well organized and presentable dining table increase the eye appeal of the restaurants as well as works as a tool to makes the guest as repetitive client. To prepare the dining table or to set the table, a server has to accomplish the following steps:

First ensure that your station is appropriate and workable to set up for service.

- Set up a number of tables that are enough to occupy both probable numbers of guests with and without reservation.

For example: you can simply make a pocket with the napkin for silverware or you also can create a flower fold and use it in formal occasion. It was just an example. Numerous tasteful and elegant designs and uses are available to fold the napkin. Such as:

- Large laundered
- Starched
- Ironed napkins etc.

However it is very important to balance the number of folded napkins at each station in dining room. Always try to fold extra napkin that can be used in rush hours.

1.3.3 Preparing the Sidestand

A sidestand is an essential part of the restaurant, positioned near the service area or dining room to store service items. Basically, it works as a storage and service unit.

A waitstaff always should be capable of quickly providing all necessary service items that are required by the guests which could be possible by arranging a well stocked sidestand. Therefore, it is the duty of a server to maintain its cleanliness, appearance and to ensure proper stock of sidestand. Basically sidestand are stored with serviceware, supplies, garnishes and garnishes. The number and nature of service items that are stored in sidestand are usually based on the size and form of the restaurant. However in most of the restaurants sidestand are stored with the following items:

Supplies	
Clean folded napkins	Tip wallets or trays
Order pads	Extra pencils
Long gloves	Clean placemats
Children's bibs	Children's bibs and favors
Guest checks	Pens

Service Ware	
Silver	Silver
Glasses	Iced tea spoons
Seafood forks	

Beverage and beverage items	
Coffee warmers with fresh coffee	Carafes
Lemon squeezers	Water pitchers
Jugs	Straws
Drink coasters	

Condiments	
Salt	Steak sauce
Mustard	Pepper
Ketchup	Horseradish in a container

Garnishes	
Lemon wedges	Tortilla chips
Coffee cream	Preserved lemons
Fortune cookies	Jelly

Menus	
Dinner menus	Specialty menus
Children's menus	Dessert and wine menus

1.4 Know your Menu

Menu is the price list of food and beverage that are offered by the restaurants. There are several types of menus which are as follows:

- Set menu
- Cycle menu
- Market menu
- Hybrid menu
- Du Jour menu
- À la carte menu
- Table d'hote menu.
- Prix-Fixe menu
- Fixed menu

Different restaurants could have different styles of menu. For example, printed on the hard paper, printed on the placemat or attested on the wall above the counter.

Types of Hotel Room

Each Hotelier especially staffs from Front Office and Housekeeping department should understand Hotel Room Types. It is very necessary for a Front Desk Agent, Front Office Personnel or a Housekeeper to have clear concept about hotel room type. Sometimes guest may not understand these terms. At that time front desk agent should make him or her understand all these terms in simple language.

1. **Adjacent Rooms:** These are more than single room. When a room is close to each other, may be divided by a wall, will be called adjacent rooms.
2. **Adjoining Rooms:** 2 rooms with a same common wall but no connecting door. This may be suitable for group tour or family.
3. **Connecting Room:** As the name suggests, 2 rooms connect each other with one common connecting door inside so that guests can move from one to another. In this type of rooms there are individual door to enter separately. This is suitable for family with children as there is a common door to move from one to another. Connecting rooms sometimes called as communicating room.
4. **Double Room:** A room for 1 or 2 person with one double or two single beds. In America, double rooms are called as Twin Room.
5. **Double-double Room:** A room with 2 double beds or a queen bed to accommodate 1 or more person.
6. **Family Room:** A perfect room to accommodate a whole family. This could be a double-double, triple, quad or suite room. As this is especially for family so if there is a child, the Child cot or 7-bed will be provided.
7. **Junior Suite:** A room with a bed with sitting or living area. This is also called as Mini Suite.
8. **King Room:** A room with king size bed to accommodate one or more guests.
9. **Quad Room:** A room for 4 persons with 2 or more beds inside.
10. **Queen Room:** A room with a queen size bed to accommodate one or more person.
11. **Single Room:** A room with one bed for 1 person. There may be more than 1 bed.
12. **Studio Room:** A single or double room with a studio bed, a bed that could be converted to couch in daytime. In a studio room there may be an additional bed.
13. **Suite Room:** A parlor or living room with one or more bedrooms connected with each other.
14. **Triple Room:** A room to accommodate 3 or more person with two or more beds.
15. **Twin Room:** A room with two beds to accommodate one or more person.

- Message he left to deliver
- Name of the Guest, caller calls
- Guest's room number
- Callers telephone number, etc

Good & Bad Practices:

Bad Practice	Good Practice
Just start a conversation with only "Hello" or "Department Name" or "Hotel's Name"	Start with greeting and then follow the procedure we discussed at the beginning.
Avoid taking responsibility in the way like "I am not working in HR department".	If you are not the person whom caller need then transfer to the appropriate person.
Requesting to hold down as because you don't find you pen or pad.	You should always keep your Pen, pad or pencil.
Being silent while talking for a long time.	Avoid some noises like "Hmm", "Oh", "Yes", "I Understand" etc.
Use plain languages.	Avoid some Magic words like "Certainly", "You are right", "I do understand", "Thank you" etc.
Taking wrong or incomplete message.	Pay deep attention while talking message and then repeat and be sure you have taken proper message.
Don't take follow up.	While transferring any call or message be careful to take follow ups.
Give personal information about guest.	You can't share guest information or room number to any unknown person. You should only transfer a call or take message on behalf of him.

Answering Telephone in Hotel & Restaurant- DOs & DON'Ts

Telephone always plays a significant role in hospitality industry. People from all round the world call for making booking or asking information or transferring message to the guest or for various other purposes. If you are an hotelier then you may have to answer telephone calls. This happens mostly with front desk staffs.