

Hospitality & Service Standards

The Host Team's goal is to make guests feel instantly welcome and acknowledged when they walk through our doors. To ensure our guests have a memorable visit, we must deliver exceptional service and memorable hospitality.

| Hospitality (Emotional Aspect of Guest Experience) | Service (Technical Aspect of Guest Experience) |
|---|---|
| It's how you make guests feel | It's what you do for the guest |

You are the first person a guest sees; so, greet them with a genuine, welcoming smile, eye contact and positive confident body language. The guest's first impression of our Restaurant is you. All incoming guests must receive a friendly, sincere greeting.

As the Host/Hostess, you are also the last person the guest will come in contact with. When the guest leaves, the door should be opened, the guest thanked, and invited to return. Provide the guest with a positive last impression of **[Restaurant Name]**.

Our Hosts are successful because of TEAMWORK. In order for a team to function effectively, it must be guided by certain basic principles. You are expected to adhere to the information, instructions, and philosophies in this manual.



There's nothing more impactful than an authentic, genuine smile! For more info, watch :

The Power of Your Smile

Training Video at RO.com. See your manager for details.

Remember, you set the tone for the ultimate guest experience. The smiles you put on people's faces through your dealings with them — whether answering the phone, greeting, saying goodnight, or answering questions — can "MAKE A DIFFERENCE."

Restaurant Hostess Training Manual

**Edward E. Sanders, Paul Paz, Ronald
Wilkinson**



Restaurant Hostess Training Manual:

Server Training Manual Ryan Dahlstrom, This Server Training Manual is brought to you by Bar Manuals founder and Best Selling author Ryan Dahlstrom Certified Consulting Bar Experts by the Hospitality Association of America If you own or manage a Bar Nightclub or Restaurant and feel like your business should be doing better you should purchase this Server Training Manual

Restaurant Server Manual Jeffery D. Schim, 2017-06-13 The restaurant Server Manual covers waitstaff training a greeter training This is a valuable resource for your restaurant or bar Waitstaff will learn how to create exceptional service for your guest This restaurant server manual covers the following Orientation Training your Team Effective Training Techniques Certified Trainers Positive Plus Correction Feedback Teamwork How to Prevent Guest Complaints Guest Recovery Food Safety Allergens Food Delivery Procedures Restaurant Safety Clean as you go Server Job Description Six Steps of Service How to Roll Silverware Silverware and Plate Placement Point of Sale Training Restaurant Greeter Training Restaurant Greeter Job Description Return of Investment ROI Training your staff is an investment Your customers will benefit and your bottom line will show an increase in restaurant revenue The most important part of the restaurant server training manual is the six steps of service Basically your managers servers and greeters will learn and memorize the six steps of service Your employees will live the steps of service from shift to shift The server steps of service begin when the customer arrives and walks through your restaurant front door and ends when they depart the restaurant Your goal is to provide exceptional wow customer service by applying the steps of service all throughout the customer s visit

The Waiter & Waitress and Waitstaff Training Handbook Lora Arduser, Douglas Robert Brown, 2005 This training handbook was designed for use by all food service serving staff members The guide covers every aspect of restaurant customer service for the positions of host waiter or waitress head waiter captain and bus person The detailed performance of each position is described for different types of establishments and all types of service including French American English Russian Family Style and Banquet It provides step by step instructions on hosting seating guests taking filling orders loading unloading trays table side service setting an elegant table folding napkins centerpieces promoting specials promoting side orders handling problems difficult customers managing tips and taxes getting customers to order quickly handling questions handling the check and money Plus learn advanced serving techniques such as flambe and carving meats fish and fruits It also features a chapter devoted exclusively to food safety and sanitation Whether it s your first day on the job or you are a twenty year veteran you are bound to learn alot Food service managers will find this book to be an excellent foundation for your organizations training program

The Waiter and Waitress Training Manual Sondra J. Dahmer, Kurt W. Kahl, 1996 The demand for a skilled waitstaff has never been greater The Waiter and Waitress Training Manual can help the reader to develop the consummate service skills required to capture repeat business and handle all phases of the job efficiently This expanded edition reflects current customer preferences and restaurant practices

Restaurant: The Owner's Manual Larry

O. Knight, 2011-03-25 This book is a must for all owners and managers who plan to open a restaurant in the future It is a guide to staff training regarding proper service attitude language and knowledge *Audiovisual Guide to the Catalog of the Food and Nutrition Information and Educational Materials Center*, 1975 *Audiovisual Guide to the Catalog of the Food and Nutrition Information and Educational Materials Center* Food and Nutrition Information Center (U.S.), 1977 *The Professional Server* Edward E. Sanders, Paul C. Paz, Marcella Giannasio, Ron Wilkinson, 2012 Rev ed of *Service at its best* Ed Sanders Paul Paz Ron Wilkinson 2002 **Distributive Education Instructional Materials** Ohio State University. Center for Vocational and Technical Education, 1972 *Franchise Opportunities Handbook*, 1991 This is a directory of companies that grant franchises with detailed information for each listed franchise **Motivation Training Manual** George Leonard Wenzel, 1970 *Franchise Opportunities Handbook* United States. Domestic and International Business Administration, 1986 This is a directory of companies that grant franchises with detailed information for each listed franchise **Establishing and Operating a Restaurant** United States. Business and Defense Services Administration. Office of Distribution, 1957 **Distributive Education from AIM, 1967-1971** United States. Office of Education, 1972 **Restaurant Management**, 1941 *Resources in Education*, 1984 **Professional Waiter & Waitress Training Manual with 101 SOP** Hotelier Tanji, 2013-10-05 Declares 101 standard operating practise SOP notes for hospitality students Website www.hospitalityschool.com *The American Restaurant Magazine*, 1928 *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 **Service at Its Best** Edward E. Sanders, Paul Paz, Ronald Wilkinson, 2002 For undergraduate Hospitality Travel Tourism courses that focus on waiter waitress training and service of food Ideal as a competency based training guide or simply as a reference manual for specific service questions this all inclusive book explains the key aspects and responsibilities of today s food servers It contains broad and in depth coverage on everything a good waiter or waitress will need to know to be successful in this very competitive and dynamic profession from restaurant industry statistics to how tips are calculated the importance of poise and posture the use of place settings menu knowledge the presentation of wine recognizing the nonverbal cues and prompts of guests understanding guest paging systems and touch screen terminals handling complaints and much more Self contained chapters flow in a logical sequence and establish a step by step procedure for understanding and learning appropriate server skills

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