



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Tshwane South
TVET College

"achieve the future"

HOSPITALITY SERVICES

LEVEL 4

NOTES FOR 6 – 10 JULY 2020

F&B Service Techniques for waitress and waiters

1. How to Handle Trays?

- All trays must be clean and stain free.
- Never overload or stack up too high.
- Small service tray should be carried with one hand.
- Big tray must be always carried with two hands.
- Place the left hand under the Center of the tray with fingers spreading out comfortably.
- Heavy, high and hot items must be closed to your body.
- Don't walk too fast and Always use tray mat or liner for balance.

2. How to Change Ashtrays?

- Ashtrays must be clean.
- Maximum 2 cigarette butts in the ashtray at any time.
- Do not ask the guest to pick up their lit cigarette so that you may change the ashtray.
- Remove astray from the table if guest is a non – smoker.
- Place one of the clean ashtrays straight on the top of the dirty ashtray while removing.
- Always wash your hands after changing ashtrays.
- Wait until the guest finished the cigarette, then approach, asking politely if they mind you change their ashtray.

3. How to Serve Snacks?

- Snacks are served for very guest who seat for a drink.
- All bar snacks are free of charge and refillable. (depending upon your hotel policy)
- Serve the bar snacks right away when guest seated.
- Quantity of bar snacks differ on the number of guest.

- If bar snacks is with a shell, each bowl should have an empty bowl.
- Always make sure there are enough paper tissues while serving snacks.

4. How to serve Cigars and Cigarette?

- Present cigar tray to the guest, with the cigar menu.
- All cigar and cigarette must be served as per guest order.
- Employees must know what products we sell in the outlet.
- All cigarettes must be served on a BB plate with hotel matches.
- Cigars should be accompanied with cigar ashtray.
- Always offer to light guest cigar or cigarette.
- After the guest chosen cigar, prepare cigar ashtray, cutter and matches.
- Ask the guest if they would like to have cigar cut and lit, and cut cigar according to the guest preference.
- Light the cigar by using cigar torch or matches and Wave cigar to move lighted embers.

Handling Guest Complaints and Problems in a Restaurant

Approach the guest and ask politely if there is a problem:

- Excuse me, may I help you Mr. Samuel? (Listen with concern and empathy).
- Stay calm. And never argue with the guest.
- Be aware of the guest's self-esteem. Show a personal interest in the problem, Try to use the guest name frequently.
- Tell the guest what can be the best done. Offer choices. Don't promise the impossible, and don't exceed your authority.
- Set an approximate time for completion of corrective actions. Be specific, but do not underestimate the amount of time it will take to resolve the problem.
- Monitor the progress of the corrective action done to resolve the guest complaint.

- Follow up. Even if the complaint was resolved by someone else, Contact the guest to ensure that the problem was resolved satisfactory.
- Restaurant staff should take corrective actions without any hesitation.

Apologizing and taking action as per issue:

- I'm so sorry (about this), Mr. Samuel.
- I'm terribly sorry (about this).
- Please accept (our / my) sincere apologies.

For Complaints about the food:

- Shall I bring you another Juice?
- I'll bring you another one right away.
- I'll change it right away.
- I'll speak to the chef, and see what we can do.
- Would you like your steak cooked a little more?
- Would you like to order something else instead?
- I'll have the kitchen prepare another one. Would you like some wine while you are waiting?

About the service:

- I'll attend to it right away. / I'll look into the matter at once.
- I'll see about your order right away.
- Excuse me, Mr. Bernard. It will be about another (15) minutes for your chicken soup to get ready.
- Your food will be ready in about (15) minutes. (Apologize if there has been a delay.) Thank you for your patience.

About the air-conditioning:

- I'll turn the air-conditioning (down / up / off).
- Would you like to move to a warmer place / table?

About the table:

- I'm afraid all the tables (near the pool / lake view area) are already taken. I'll let you know as soon as when one is free.
- I'm sorry, but the restaurant is very full at the moment. This is the only table I can offer you.

Spillages:

- Let me help you, Mr. Wilson. / Allow me, Mr. Wilson.
- I'll fetch you a (towel / some water).
- I do apologize for the accident, Mr. Wilson. May I have it dry cleaned for you?