

The Online Training course «Waiter/Waitress» will include the following content:

- **INTRODUCTION TO HOSPITALITY FOOD & BEVERAGE SERVICE**
 - Introduction to Hotel
 - Restaurant
 - Staffing and Management
 - Attributes of a Waiter
 - Communication
 - Handling Guest complaints

- **HYGIENE**
 - Personal Hygiene
 - Personal Grooming
 - Restaurant Hygiene

- **RESTAURANT, BAR EQUIPMENT AND HANDLING TECHNIQUE**
 - Restaurant Equipment
 - Carrying Plates
 - Dispose of damaged or broken crockery
 - Restaurant Linen
 - Restaurant Furniture
 - Bar and Bar Equipment
 - Handling glassware
 - Using a Tray

- **RESTAURANT MENU**
 - Menu
 - Types of Menu

- **BEVERAGE AND TOBACCO**
 - Beverage
 - Non-alcoholic Beverage
 - Service of Tea and Coffee
 - Service of non-alcoholic beverage
 - Alcoholic Beverage
 - Serving Cigarette

- **TYPES OF SERVICES AND SERVICE SEQUENCE**
 - Types of service
 - Briefing before service
 - Mis-en-scene and Mis-en-place
 - Service sequence
 - Shift Handing Over
 - Key Areas for Handover
 - Closing Down Procedures

- **FOOD & BEVERAGE CONTROL AND SELLING TECHNIQUES**
 - Cost Control & Selling techniques
 - Understanding our customer

- **UNDERSTANDING RISKS AND PREVENTIVE MEASURES**
 - Responsibilities as a food handler
 - Waste management
 - Pest control
 - First aid in the Restaurant

- Restaurant hazards, safety measures and handling
- Fire
- Maintenance