



Learn how to delight your guests with service that sizzles. Bill Hansen Training is the first company to take an in-depth approach to catering staff development. Our courses produce service excellence with a sound approach to company culture, skills training, and personal career advancement for front of the house (FOH) staff who interact with the guests, back of the house (BOH) staff that create magic behind the scenes, and management on both levels.

We Create Hospitalitarians!

FOH/BOH Course Lessons 14-27 Descriptions

14. **Looking and Acting Your Best.** In this lesson, you will use proper protocol to introduce yourself to the guests; what to say, what to wear and how to act. Participants will understand the importance of job readiness that leads to success.

15. **If You're On-Time, Your Late!** In this lesson, you will review the policies and procedures of attendance and punctuality with a thorough review of performance ethics in a professional setting.

16. **First Things First – Equipment Basics.** In this lesson, you will examine unloading the van for set up at an off-premise event, which is described as any event over 100 feet from the kitchen. Review will include the definition, use, safety procedures and care of the equipment generally provided for a successful event.

17. **Preparing for Guest's Arrival.** In this lesson you will understand safe and time-saving table setting policies and procedures that result in an amazing "Aha" moment for the client. You will learn that every tablecloth crease must be lined up the same way, every chair must "kiss" the cloth, and every table setting must mirror another. Consistency is key to customer satisfaction.

18. **Drop Off & Go.** In this lesson, you will confirm policies and procedures that cover arriving for work, packing, and unloading the truck, setting up the delivery/drop off and interacting with all stakeholders.

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19. **Secrets to Passing Hors Oeuvres.** In this lesson you will learn how to carry an appetizer tray, present the tray to guests, and understand guidelines for menus, sanitation, and logistics. The tray pass may be the “moment of truth”, the first time that the front of the house (FOH) staff inter-act with the guests.
20. **Keep Those Glasses & Cups Full.** In this lesson, you will confirm guidelines for serving wine, water, tea, and coffee that meet and exceed customer satisfaction and enhance staff performance. Acknowledge the healthy, safe, and logical way to serve beverages.
21. **Proper Ways to Serve & Clear.** In this lesson you will become familiar with the placement of table items, as well as proper procedures that experts agree should be adopted while handling multiple pieces of service ware during the guest's dining experience.
22. **Safe Alcohol Service.** In this lesson you will learn the intricacies of general safe alcohol service and actions the server will take to ensure that everyone is accountable including the server, the company, and the guest.
23. **Best Ways to Build Off-Premise Kitchens.** In this lesson, you will review off premise kitchen designs, BOH kitchen logistics, set up, safe food handling polices & procedures, and maintenance of this all-important event department. Transporting, handling raw foods, as well as reheating and cooling cooked foods will also be reviewed.
24. **Tips for Food Station Set Up.** In this lesson, you will gain knowledge of not only standard buffet and station operating procedures (SOPs) and guidelines, but many tips and tricks used by peers in the industry. Buffets, action stations, small plate, appetizer stations, cake stations, dessert and coffee stations are all part of a catered event where tens to thousands of people help themselves to amazing and trending fare.
25. **Practical ways to Stage and Handle Dirty Serviceware.** In this lesson, you will recognize how important scullery is to an event. Topics covered will include policies and procedures to handle dirty dishware for events large and small. An emphasis will be placed on safety, health and logistics with equipment lists and set up diagrams for a successful event. Find out how to successfully tear down a bar.
26. **Basic Bar & Beverage Station Techniques.** In this lesson, you will learn standard operating procedures, bar design, equipment lists, beverage quantities and breakdown for a complete Full-Service Alcohol Bar for one hundred (100) guests. Bar back duties, bar set up, equipment needs, and usage will be discussed. This lesson will also include information on non-alcoholic beverage set ups.
27. **Guest are Gone! Now What?** In this lesson, you will understand the important final onsite tear down at the end of the event. Staff may be tired and must follow protocol for a safe and timely departure. Clients may be still on site, so all catering staff must adhere to best practices as they did from arrival through the event itself.