



Learn how to delight your guests with service that sizzles. We partnered with the Bill Hansen Hospitality Group to be the best company to take an in-depth approach to dining room and banquet staff development. Our course produces 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!

Luxury Dining Course Lessons 14-30 Descriptions

Lessons 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.

Lesson 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.

Lesson 16. First Things First – BOH Equipment Basics. In this lesson, you will examine the basic equipment used in banquets and off premise (any event over one hundred feet from the kitchen). Review will include the definition, use, safety procedures and care of the equipment provided for a successful event. FOH service ware equipment basics will be covered in Lesson 29.

Lesson 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.

Debbie Thomas CDP CSEP Emeritus
School for the Service Arts LLC
debbie@schoolfortheservicearts.com
760 716 5509
www.schoolfortheservicearts.com

Lesson 18. Drop Off Corporate Catering Makes Money Too! 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. Review policies in the areas of daily duties for full or part time staff; delivery, buffet set up, proper interaction with clients and other vendors, pick up procedures, unloading vans, cleaning, and restocking equipment and maintaining the delivery/packing area

Lesson 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 coordination. 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.

Lesson 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.

Lesson 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.

Lesson 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. This lesson delves deeper than the Servesafe certification discussing Dram Shop laws etc.

Lesson 23. Best Practices in Off Site Kitchens. In this lesson, you will review off premise kitchen designs, BOH kitchen coordination, 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.

Lesson 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.

Lesson 25. Practical Ways to Stage and Handle Dirty Service ware. In this lesson, you will recognize how important the scullery/dish pit is to an event. Topics covered will include policies and procedures to handle dirty dishware for events large and small. An emphasis is placed on safety, health and logic with equipment lists and set up diagrams for a successful event.

Debbie Thomas CDP CSEP Emeritus
School for the Service Arts LLC
debbie@schoolfortheservicearts.com
760 716 5509
www.schoolfortheservicearts.com

Lesson 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 reviewed. This lesson will also include information on non-alcoholic beverage set ups.

Lesson 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.

Lesson 28. Handle Trays and Trendy Service Ware Like A Pro In this lesson, participants will review the safe, healthy, and logical handling of equipment on the floor. Tray handling must be efficient. Many new plates and bowls were not designed for the server, do not fit on an oval tray, but traditional policies and procedures still apply.

Lesson 29. Keep Those Stations Organized. In this lesson, participants will review these critical areas used to enhance efficient floor service and save time, the host/hostess station, and the side station. We will review checklists, policies, and procedures.

Lesson 30. Slam the 3 Ps of Menus and Wine Lists. In this lesson participant will learn how to upsell the menu and wine list, open still and sparkline wine, and present and serve wine at the table. Content also covers matching beverages to menu items, firing techniques, sauces, and specials. They will learn how to pair food and wine to make service memorable.

Please contact Debbie Thomas CDP CSEP Emeritus with any questions.

Thank you,



Debbie Thomas CDP CSEP Emeritus
School for the Service Arts LLC
debbie@schoolfortheservicearts.com
760 716 5509
www.schoolfortheservicearts.com