



Training Program Designed for "Your Restaurant's" Staff

## **A Comprehensive Program To Go From a Better to the Best Service**

### Notes:

- This program applies to any type of regular table service restaurant in Cambodia. A counter service version has been developed too
- It is flexible and designed to match the restaurant's specificities. Therefore the training is done on the premises
- The content is made of 10 (could be more or less) separate topics, covered one by one in very short sessions
- Once the program has been covered, service improves a great deal, providing there is no weakness in the implementation

### Outcomes:

- Number of items sold and global sales volume increase
- The staff is proud of what has been achieved
- The management is proud of the staff
- The guests are VERY happy of their experience, creating loyalty, word of mouth, and positive buzz and reviews...

### Topics:

1. Setting up before guests arrive
2. Greeting, welcoming guests
3. Being fast, thus efficient
4. Taking orders
5. Coordinating the flow between dining room, bar, and kitchen
6. Serving guests, clearing tables
7. Being very attentive at all time
8. Suggesting refill and other items
9. Bringing the check, then the change
10. Greeting guest goodbye

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