

# JL HOSPITALITY ADVISORS

## SAMPLE PROPOSAL FOR TRAINING SERVICES

**Programs are designed according to the business goals and standards**

- 1) An initial 2 day review of the current service standards
- 2) A meeting with manager to establish service goals and staff scheduling
- 3) An initial full staff meeting to establish myself with the employees with training overview
- 4) Perform active and ongoing instruction & training programs interconnecting the following items
  - a) Staff enthusiasm
  - b) Addressing customers with a smile
  - c) The serving processes from arrival to departure
  - d) Menu modifiers and streamlining the order process
  - e) Upselling of wines and menu items
  - f) The significance of hot plates, hot bread, and soft butter
  - g) The training program for new hires
- 5) Creation of written materials for training and ongoing responsibilities
  - a) Front desk procedures
  - b) Dining room setup
  - c) Side work schedules
  - d) Table service procedures
  - e) Upselling policies
  - f) Runners and busboy guide
  - g) Closing procedures
- 6) Other matters that may materialize with service
- 7) Manager analysis cost program
  - a) Cost analysis for banquets creating a usable spreadsheet to price events
  - b) Cost analysis for menu pricing on menus
  - c) Training in the coordination of Weddings and other large banquet events

### **OUTCOME**

#### **Writing FOH Training Guide**

Guide will be in a binder offering sectioned material covering; Front desk procedures, Dining room setup, Side work schedules, Table service procedures, Upselling procedures, Runners and busboy guide, and Closing procedures.

# **JL HOSPITALITY ADVISORS**

## **FOH Training Program**

A Brand New Start

Table Planning and Setting

The Welcome

Seating a Guest

Introduction and Listening

Problem Solving

Awareness of Environment

Working Together with The Kitchen

Eye for Details

Menu/Drink Knowledge

Upselling

Dealing with Difficult Guests and Situations

Side Work Duties

Offering the Check and Have a Good Day

## **JL HOSPITALITY ADVISORS**

### **FOH Country Club Training Program Sample**

Introductions

A Brand New Start

Table Planning and Setting

The Welcome by Name

Knowing in Advance

Seating a Member

Introduction and Listening

Problem Solving

Awareness of Environment

Working Together with The Kitchen

Eye for Details

Menu/Drink Knowledge

Upselling

Dealing with Difficult Members and Situations

Side Work Duties

Offering the Check and Have a Good Day