

HOSPITALITY LANGUAGE & SKILLS FOR RESTAURANT EMPLOYEES

ABOUT US

PACT SOLUTIONS was founded by Certified Hospitality Professionals in 2013 to provide Food & Beverage establishments a complete range of Essential Training and Management Services to stay ahead in the Food & Beverage and Hospitality Industry.

We create a Smart Partnership with your organization to fully understand your unique Business Strategy, Objectives, Concept and Culture to assist your organization grow to its full potential. We customize our programs / packages to assist organizations address their challenges in all areas of a Restaurant.

OUR COMMITMENT

- ✓ Creating Professional Service Employees
- ✓ Increasing Productivity through Employee Knowledge and Skill
- ✓ Building a Strong Team
- ✓ Improving Customer Experience
- ✓ Food Hygiene, Safety and Sanitation Practices
- ✓ Increasing Sales and Profits of the Organization

We provide Customized and Follow-Up Trainings, Coaching, Retainer Services, Training Evaluations and Reports.



LEARNING OBJECTIVES

To provide front and back of the house foreign employees in a restaurant with the job-related vocabulary and language needed for work in this industry as well as the basic skills needed to perform the various tasks in a restaurant.



METHODOLOGY

Lectures with interactive Role Playing.



PARTICIPANTS

Existing and newly appointed foreign employees, Malaysian employees who are weak in the English language.

CONTACT US NOW

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MATERIAL CONTENT

Each participant will be provided with a booklet which material contents reflect the standard service procedures of international practices.

- 15 separate units which focuses on the main tasks in a restaurant
- Each unit shows a clear step-by-step task in a picture process format
- Contains the vocabulary needed for a particular task
- Key Vocabulary boxes with important and useful words
- Special Attention boxes to explain certain words and phrases more fully
- Expression Boxes for common functional expressions
- The Glossary section list basic food and service items and words
- Contains exercises, word puzzles and role play which incorporate the targeted vocabulary and expressions
- Answer Keys to exercises
- List of items used in a restaurant in picture format

MODULE CONTENT

- Restaurant Organizational Chart, Flow and Reporting Process
- Basic Restaurant Layout
- Individual Roles of Restaurant Employees
- Types of Equipment – Cutlery / Glassware / Chinaware / Others
- Basic Cooking Methods
- Food Description – Seafood / Poultry / Meat / Vegetables
- Beverages Description – Alcoholic / Non-Alcoholic
- Restaurant Service Sequence with guided materials and role-play (15 Topics)

PROGRAMS DURATION

2 days / 16 hours (Off-site)
4 days / 16 hours (In-house)

MINIMUM PARTICIPANTS

5 Pax

*** Inclusive of Certificate of Participation**
*** Not Inclusive of Training Room and Facilities**

ImPACTing Hospitality Businesses
through Customized Training and Coaching

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