

# LEADING AND SEATING CUSTOMERS

## INTRODUCTION

Embark on a transformative journey into the world of F&B with our Bite-Sized training programs, designed to sculpt service excellence and hone skills in digestible, bite-sized portions. Our innovative training program redefines the way you approach service and equips you with the skills needed to thrive in the dynamic and exciting F&B industry.

## OBJECTIVE

Bite-Sized training programs focuses on the Service Sequence and not only impart technical skills but to inspire a passion and empower employees with the knowledge, skills and confidence needed to excel in exceptional service, turning employees into ambassadors of excellence.

## LEARNING OUTCOME

- ✔ Participants will be able to develop strategies to accommodate reservations effectively.
- ✔ Participants will be able to navigate during busy periods with ease.
- ✔ Participants will be able to coordinate with team members to provide exceptional service atmosphere.

## MODULES

- **The Art of Leading**  
Understanding the importance of leading customers to their tables with confidence, offering guidance without being intrusive.
- **Knowledge of Table Layout**  
Familiarizing employees with the restaurant's table layout, helping them guide customers to their seats efficiently and avoid confusion.
- **Seating Strategies**  
Discussing effective seating strategies, considering factors such as group size, preferences and available seating options.
- **Navigating Busy Periods**  
Strategies for efficiently managing seating during busy periods, minimizing wait times and ensuring a smooth flow of customers.
- **Communicating with Waiting Customers**  
Techniques for communicating with waiting customers, providing estimated wait time and keeping the customer informed about the status of their table.
- **Accommodating Special Requests**  
Understanding how to handle special seating request, such as preferences for quiet areas, specific tables or accommodations for individuals with mobility needs.
- **Coordination with Service Staffs**  
Encouraging effective communication and coordination between the staffs to ensure smooth transition of responsibility.

### PARTICIPANTS

All employees who perform F&B duties.

### NUMBER OF PARTICIPANTS

5 - 15 Pax

### PROGRAM DURATION

4 hours

### METHODOLOGY

Lectures,  
Interactive Activities  
and Role Play

ImPACTing Hospitality Businesses through Customized Training and Coaching

## CONTACT US NOW

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