

# INTRODUCING AND PRESENTING THE MENU

## 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 present and explain the menu with confidence
- ✓ Participants will be able to create interest by describing menu items with ease.
- ✓ Participants will be able to increase average check with upselling and suggestive selling techniques.

## MODULES

- **Menu Familiarity**  
The importance of employees being well-versed with the entire menu, including ingredients, preparation methods and special dietary considerations.
- **Menu Presentation**  
Techniques for presenting the menu with confidence, using clear and articulate language to describe dishes and answer customer questions.
- **Describing Ingredients and Preparation Methods**  
Techniques for describing ingredients and preparation methods in a way that is informative and appealing to customers, considering different dietary preferences and restrictions.
- **Highlighting Signature Dishes**  
Strategies for effectively highlighting and recommending signature dishes, encouraging customer to explore unique and popular options.
- **Upselling and Suggestive Selling Techniques**  
Guiding employees on how to recommend additional items, pairing, or upgrades to enhance the customer experience and increase sales.
- **Order Taking**  
Preparation and noting accurate information according to seat numbers, menu selection and special request.

### 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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