

HANDLING AND MAINTENANCE OF SERVICE EQUIPMENTS

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 identify the various service equipment and its usage.
- ✔ Participants will be able to develop a sense of ownership in handling service equipment.
- ✔ Participants will be able to realize the importance of clean and presentable service equipment.

MODULES

- **Introduction to Chinaware, Glassware and Silverware**
An overview of the different types and styles of equipment used at the workplace
- **Handling Techniques**
Educating employees on the ways to handle the various types of equipment and proper lifting and carrying techniques without compromising safety and hygiene.
- **Cleaning and Washing**
Choosing the right cleaning agents, proper washing techniques to avoid damage and importance of timely cleaning to prevent stains.
- **Wiping, Polishing and Maintenance**
Techniques of wiping and polishing to maintain shine and cleanliness.
- **Storage**
Importance of storage conditions, spacing and cushioning to prevent breakages.
- **Identifying and Handling Damaged Equipment**
Recognizing common types of damage and guidelines for reporting and storing.
- **Customer Service and Presentation**
The importance of presenting items neatly and professionally to enhance the overall dining experience through well-maintained tableware.

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

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