

TABLESCAPE

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 set tables according to prescribed standards.
- ✓ Participants will be able to utilized equipment efficiently.
- ✓ Participants will be able to provide customers with a pleasant dining experience.

MODULES

- **Introduction to Table Setting**
The importance and the impact of an appealing table setup on the overall dining experience.
- **Essential Components of a Table Setting**
Techniques of placing and positioning tablecloth and tableware to impress.
- **Types of Table Settings**
Understanding the appropriate setting for different occasions.
- **Clearing additional Settings**
The proper way to clear and rearrange tableware according the number of customers.
- **Service Ware and Additional Items**
Accommodating specialty items for specific cuisines.
- **Customer Interaction**
Teaching employees how to interact with customers while setting the table.
- **Time Management**
Efficiently setting up tables in a timely manner and streamlining the process during peak hours.

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

Y Kanagalingam (HRD Corp Certified) | (010) 2318572
www.pactsolutions.com.my | facebook.com.my/pactsolutions.com.my | kana@pactsolutions.com.my