

# SERVING FOOD & BEVERAGE

## 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 serve customers professionally.
- ✔ Participants will be able to identify and utilize equipment for ease of service.
- ✔ Participants will be able to work as a team to provide efficient service.

## MODULES

- **Adhering to Service Standards**  
Understanding and maintaining a restaurant's Service Standards.
- **Tray Service**  
Carrying, presenting and efficiently serving multiple orders simultaneously using tray service.
- **Presentation Skills**  
Serving food and beverage efficiently with flair.
- **Verbal and Non-Verbal Communication Skills**  
Using effective communication skills to interact with customer during serving.
- **Timing and Pacing**  
Ensuring food and beverage is served according to prescribed timing and proper pacing of courses during meals.

### 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