

IMPLEMENTATION OF BEST PRACTICES FOR F&B



ABOUT US

PACT SOLUTIONS was founded by Certified Hospitality Professionals in 2013 to provide Food & Beverage establishments a complete range of Essential Training and Management Services to stay ahead in the Food & Beverage and Hospitality Industry.

We create a Smart Partnership with your organization to fully understand your unique Business Strategy, Objectives, Concept and Culture to assist your organization grow to its full potential. We customize our programs / packages to assist organizations address their challenges in all areas of a Restaurant.

OUR COMMITMENT

- ✓ Creating Professional Service Employees
- ✓ Increasing Productivity through Employee Knowledge and Skill
- ✓ Building a Strong Team
- ✓ Improving Customer Experience
- ✓ Food Hygiene, Safety and Sanitation Practices
- ✓ Increasing Sales and Profits of the Organization

We provide Customized and Follow-Up Trainings, Coaching, Retainer Services, Training Evaluations and Reports.



INTRODUCTION

Managers and Supervisors play a vital role in the success of a F&B business. How they manage and guide the Team is essential in creating a Positive and Productive Working Environment which reaps Profitability. But are they performing as a Leader, Inspiring and Empowering employees to work together towards a common Goal?



OBJECTIVE

This training program will enable participants to Lead the Team effectively to achieve Goals, communicate in a manner that will Empower and Motivate employees and enhance Customer Experience by working as a Team to meet Customer's Expectation.

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LEARNING OUTCOME

- Utilize the various Leadership Styles to improve Performance and Productivity
- Communicate effectively the Direction of the Department in achieving Organizational Goals
- Keep the Team Motivated while practicing High Standards
- Design Tools that serve as a Guide for Employees to perform their Daily Tasks
- Build a Strong Team that is Customer Centric

MODULES

MODULE 1 | LEADERSHIP AT THE WORK PLACE

Participants will be able to differentiate between a Manager and a Leader, the various Leadership Styles and ways to improve and become a better Leader to effectively Lead the Team.

MODULE 2 | LEADERSHIP ROLE IN COMMUNICATION

Participants will be able to establish Departmental Goals, keep the team Motivated and Focus on working towards achieving the goal while practicing effective Delegation Techniques.

MODULE 3 | COMMUNICATION THAT IMPACTS PERFORMANCE AND PRODUCTIVITY

Participants will be able to know the various types of Communication methods, use the various methods to improve Performance and Productivity of employees with various Tools as a guide.

MODULE 4 | LEADERSHIP ROLE IN CUSTOMER SERVICE

Participants will be able to understand that Teamwork is important and having a highly Motivated and Trained Team, will increase the Performance and Productivity levels of each Team Member and thus improve Customer Satisfaction and the business.

MODULE 5 | THE IMPACT OF LEADERSHIP ON CUSTOMER SERVICE

Participants will be able to identify the areas that are related to Customer Service, set Standards and Train employees to perform the Service Sequence in a way that will positively impact Customer Expectation.

METHODOLOGY

Lectures
Interactive Activities
Role Play

PARTICIPANTS

Managers and
Supervisors

NUMBER OF PARTICIPANTS

5 - 15 Pax

PROGRAM DURATION

2 days / 16 hours

ImPACTing Hospitality Businesses
through Customized Training and Coaching

CONTACT US NOW

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