

RESTAURANT ESSENTIALS TRAINING BASICS

Committed to Creating a Strong and Conditioned Improvement in Human Capital Development for the Food & Beverage Industry.



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.



LEARNING OBJECTIVES

We have designed a training program that will assist employees to understand their role in the organization. It will empower employees to work as a team and demonstrate the right Attitude, Knowledge and Skills necessary to perform their duties and responsibilities to the best of their ability.

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.

METHODOLOGY

Lectures, Interactive Activities and Role Play

PARTICIPANTS

Hostess, Order Takers, Servers, Captains, Supervisors and Managers

PROGRAM DURATION

2 days / 16 Hours

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01

POSITIVE QUALITIES OF A SUCCESSFUL EMPLOYEE

Creating employees who are Positive, Presentable and Committed to the needs of the organization.

02

MANAGING FOOD AND BEVERAGE OPERATIONS

Enabling employees to understand the needs of the organization in terms of Performance, Productivity and Profitability.

03

ESSENTIAL FOOD AND BEVERAGE SKILLS

Creating employees who are competent and on par with International Hospitality Standards.

04

EFFECTIVE CUSTOMER AND PEER COMMUNICATION

Enabling employees to communicate in accordance to Hospitality Standards with customers and peers.

05

CUSTOMER SERVICE AT ITS BEST

Enabling employees to identify the different types of customers, their specific needs and to perform positively to create a lasting customer experience.

06

FOOD SAFETY, HYGIENE AND SANITATION

Provides employees with the methods to avoid food contamination and food borne illness by maintaining personal hygiene, safety practices and in a clean workplace.

It's Your Choice | On-Site or In-House Training Programs.
Individual Modules and Packages available.

CONTACT US NOW

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