



**Polo & Tweed**



**Raising The Bar in Training**

[www.poloandtweed.com](http://www.poloandtweed.com)

*Waiter – A person whose job is to serve customers at their tables in a restaurant*

## **Waiter Training Modules:**

### **Module One – The Role of a Waiter**

Job Role and Responsibilities

Hours of Work

F&B Terminology

### **Module Two - Representing the Restaurant**

Skills Required

Hygiene

Communication

Listening

Body Language

Patience

USP

Going the Extra Mile

### **Module Three - Serving Guests**

Greeting Guests

Taking Orders

Setting the Table

Tray Service

Carrying Plates

The Order of Service

Handling Guest Complaints

### **Module Four – Beverage Service**

Tea and Coffee

Wine

Afternoon Tea

Champagne and Sparkling Wine

### **Module Five – Product Knowledge**

Understanding the Menu

Upselling

How to Upsell

Food Allergies

### **Module Six – Laws and Licensing**

Understanding the Laws and Licensing

Understanding the Establishments procedures and protocols



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## **Contact Us**

We are always delighted to discuss bespoke and tailor made packages to suit any client or student. You can email, call or pop in for a quintessential cup of tea. We are also able to send a consultant to your home, yacht, jet, restaurant, chalet, office, venue or hotel for a private consultation should you require.

**Call us:** +44 (0) 203 858 0233

**Email us:** [info@poloandtweed.com](mailto:info@poloandtweed.com)

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