

ABOUT THE INTERACTIVE COURSE

The training methods used within the course are based on sound instructional design principles for delivering consistent information in a fun and highly interactive format. The course delivery content includes:

VOICE

TEXT

PICTURES

INTERACTIVE GAMES and PUZZLES

MULTIPLE CHOICE QUESTIONS

PRE and POST TRAINING EVALUATION with the online Screen Test

The course consists of 5 Customer Care/Service training modules, which are displayed on the Main Menu. Throughout each module, trainees will be required to:

- Respond to multi-choice questions
- Print and complete exercises
- Participate in games
- Flip through review cards

The modules can be taken in any order. To start a module, place the mouse pointer over the desired topic and click the left mouse button once.

Each module takes approximately 20 minutes to complete, excluding the exercises. Trainees must work through the entire module in order for the module to be recorded as completed. Once a module is completed, the number corresponding with the module will be highlighted on the Main Menu. In addition, the Admin tool will be updated with the date and time the module was completed by the trainee.

About the exercises

Each module contains exercise sheets that can be printed then completed by hand. The exercises are designed to reinforce key messages within the course. Completed exercises should be reviewed either in a one on one or group training session. Completion of the exercises is optional, and there are no records relating to the exercises. Copies of additional exercises can be found in the workbook.

NOTE: Students **do not** have to complete the printable exercises in order for the module to be recorded as complete.

The Screen Test contains 40 multiple choice questions that relate to the information delivered in the 5 modules. Each question contains only 1 correct answer.

To take the Test, simply click on the Screen Test button located on the Main Menu

- To choose an answer, click on the appropriate button
- After clicking on the button, the test will automatically score the answer
- Correct and incorrect answers for each question will be identified
- Results for each question is displayed on the bottom of the screen (green is correct, red is incorrect)
- Trainees have the option of printing the results once the test has been completed

NOTE: The Screen Test can be taken more than once by any trainee, however the Admin tool will only save the most recent results. Therefore, you may wish to retain a backup or printout of the results each time the test is taken.

What is on the course?

Act 1- This is Show business

What is restaurant show business?

Famous cast members

Elements of a successful show

- Script
- Direction
- Cast
- Crew

You play a key role in the show

- First impressions
- The dining experience
- Lasting impressions

Supporting roles

- About the crew

Why is great service important?

- Competition
- High customer expectations
- Cost of marketing and promotion

The benefits of great service

- Happy customers
- Referral business
- Repeat business

The Impact of positive word of mouth advertising

The Impact of negative word of mouth advertising

Why customers don't return

How to deal with an unhappy customer

What's in it for you?

- Job satisfaction
- Life skills
- BETTER TIPS!

Exercise: Describe 3 ways you can positively affect the dining experience

Act 2- Preparing for the show

Extra extra read all about it

What customers expect

- The dining experience
- Value for money

What impacts customer satisfaction?

Your performance is key

- Knowledge
- Skills
- Personality

Appearance and posture

- Drag and drop elements of a positive and negative impressions

Personal hygiene

- Hair, hands, freshness, habits

First impressions

- Appearance
- Posture
- Eye contact
- Uniform

What you need to know about your role

- The place you work
- The products you offer
- The role of your coworkers

The place you work

- What you need to know

Products and services

- What you need to know

The roles of people you work with

- What you need to know

Teamwork

- Opportunities to work together

Exercise- Fact sheet for your restaurant

Act 3- Setting the stage

Service basics

Table setup

Handling glassware and tableware

Ten steps of service

Greeting and seating

- 15 second rule
- Offering help

The Food order

- Check back rule
- Accuracy

Delivering and clearing food and drinks

- How and when

Review

Presenting the bill

- How and when

Processing various forms of payment

- About the bill
- Handling cash
- Checks
- Credit card transactions

Lasting impressions

- Helping hand
- Courtesies

Review

Exercise- Apply the service basics to your restaurant

Act 4- Rehearsal

What are restaurant props?

Examples of restaurant props

How to use props

Exercise- examples of props in your restaurant

What is product knowledge?

Why is it important?

Earn more with product knowledge

Menu product knowledge essentials

Restaurant product knowledge

Review

Exercise using product knowledge and props to sell

What are descriptive words?

How can you use them?

Word game- puzzle

What is menu guidance?

Using props and descriptive words to provide guidance and bring the menu to life

Exercise- Using product knowledge/descriptive words

Act 5- Showtime!

Basic customer expectations

Exceeding expectations- your role in the show

- Performer
- Salesperson

Using showmanship and flair

Examples of showmanship

The signature dish

Anticipating needs

Guidelines to follow

What are cues?

Hints for reading cues

Body language and behavior

Do you know the difference between order taker and star performer?

How to use what you have learned

Exercise- Offering choices

Screen test