Food and Beverage

Staff attributes, Skills and Knowledge

Attributes of F&B staff

- Professional and Hygienic Appearance
- Knowledgeable of food and beverage, good technical ability
- Local knowledge
- Punctuality
- Good memory
- Attitude to customers
- Good sense of urgency
- Desire to please
- Team player

Service Conventions

- Traditional ways of doing things that have become established over time.
  - Pg 31-34 - 8th Edition
**Interpersonal Skills**

- Between customers and Service staff
- Staff should not
  - talk to another staff members without excusing themselves first
  - interrupt interactions between customers and staff, wait until a suitable moment
  - serve customers when talking amongst themselves
  - talk across a room

**Dealing with Customers**

- Using “Sir” and “Madam”
- When to use first name
- Using correct Greeting – Good Morning/Evening
  - Showing customers to tables
  - Seating customers
  - Handling coats etc
  - Handing menus to customers
  - Opening and placing a napkin
  - Offering water and bread rooms
  - Offering Accompaniments
  - Explaining food and beverage items
  - Talking to customers

**Dealing with incidents**

- Dealt promptly and efficiently
- Reports must be kept
  - Spillages
  - Returned Food
  - Lost Property
  - Illness to customer
  - Alcohol over consumption
  - Unsatisfactory Appearance
Dealing with children

- Take the lead from parents and guardians
  - Are high chairs/seats cushions required
  - Restriction on service of alcohol to minors
  - Are children's menus required
  - The portion size required
  - The provision of children's amenities.
  - Addressing older children
- Lost children

Customers with additional needs

- Customer Mobility
  - Wheelchair users
  - Limited Mobility
- Blind or partially sighted customers
- Customers with communication difficulties

Handling Complaints

- LISTEN to the complaint as if it was yours
- Identify the main points
- Sympathise with the customer
- Thank the customer for bringing it to your attention
- Explain what can be done
- NOW act

Valid complaints provide important feedback for a food service operation and should be used to improve service
Health, safety & security

- Health and Safety - personal
  - Safe Environment
  - Accidents
  - Fire Safety
  - Cleaning Programs

Fire Safety

- On hearing the fire alarm
  - Follow the instructions as laid down by establishment
  - Usher customer/staff out of work area promptly and calmly
  - Pay special attention to customers with special needs
  - Walk quickly but do not run
  - Don't panic, remain calm
  - Proceed as promptly as possible to assembly point
  - Ensure that someone check for stragglers
  - Follow exit route laid down in establishment
  - Never re-enter the building until told it is safe to do so
  - Do not waste time collection personal items

Maintaining a secure environment

- Secure environments
- Dealing with suspicious packages
- Dealing with bomb threats
**Bomb Threat Management**

**Questions to Ask**
1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

**Exact Wording of the Threat**
- Sex of caller
- Race of caller
- Age of caller
- Number at which call is received
- Time of call
- Date of call

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**Readings**

- **Readings** –
  - Pg 28 - 53 F&B service 8th Ed Lillcrap

- **Advanced Reading** - F&B Service areas and equipment
  - Pg 55 - 85 F&B service 8th Ed Lillcrap