



UNITED
HOSPITALITY
INSTITUTE

Restaurant Services
- Level 1 -





United Hospitality Institute

The newly established Hospitality Institute is the key to the hospitality and tourism industry designed with its unique high-tech learning system to ensure that students and young professionals from all over the world will gain the knowledge and skills necessary to be prepared to enter the workforce and succeed in today's competitive world.

In the Hospitality Industry, customers demand an exceptional level of service, which is why the United Hospitality Institute, is ensuring that students will be inspired to show they care and to excel in customer service.

UHI's intention is to provide high standard hospitality vocational education and training solutions to those preparing for hospitality careers and those already working in the industry either on-board cruise-ships or ashore in hotels and other leisure establishments.

UHI's aim to attract leading hotel brands, cruise operators, river boat operators, catering operators around the world to employ the graduates of our Academy. All of our training programs will feature industry-recognized certifications that provide graduates with international professionalism.

Restaurant Service

This course gives students the knowledge and skills necessary to follow a successful career in the restaurant business. The content of this course has been designed so the student can start to understand basic restaurant operations, the service areas and equipment as well as menus and beverage lists, before moving on to develop interpersonal as well as technical and advanced service skills. This paves the way for progression onto learning about key supervisory aspects.

By the end of this course students are expected to:

- Exercise social skills when dealing with customers, management and colleagues
- Provide professional and bespoke customer care
- Prepare associated food and beverage service equipment
- Prepare the dining room service outlets
- Advise on the choice of items from the menu, take orders, practice suggestive selling and present bills
- Serve food according to the various service sequences
- Serve appropriate sauces and food accompaniments
- Serve wines, champagnes and other alcoholic and non-alcoholic beverages
- Clear tables during and after service, with due regard to hygiene and safety, to the international standards



Topics

- Hotel industry onboard and ashore
- Professional ethics
- Introduction to ethics
- The essential attributes of a hotel employee
- Hygiene and personal appearance
- Table manners
- Customer care
- The relationship between management and employees
- The relationship towards people
- Food service
 - + Introduction/function
 - + Staff and job profiles
 - + Physical facilities and layout
 - + Installations
 - + Equipment/furniture/tools
 - + Supplies: uUtilities, consumables and non-consumables
 - + Wine service: Physical facilities, installations, equipment/
furniture/tools/glasses
 - + Wine knowledge
 - + Wines of the world
 - + Wine service
 - + Beverage service: product knowledge
- + Beverage service
- + Food: menu knowledge
- + Service: General cleaning tasks
- + Service Tasks: Cleaning, polishing and preparation
- + Service Tasks: Layout of the restaurant
- + Service Tasks: Napkin folding
- + Setting up the tables
- + The Serving Sequence: Breakfast Buffet
- + The Serving Sequence: Breakfast a la Carte
- + The Serving Sequence: Lunch & Dinner Buffet
- + The Serving Sequence: Snacks & Afternoon High Tea
- + The Serving Sequence: Dinner a la Carte
- + The Serving Sequence: Banqueting
- + Suggestive Selling / Upselling during order taking
- + Handling customer complaints
- + Cashiering
- + Health & Safety (Theory)
- + Health & Safety (Practice)
- + First Aid (Theory)
- + First Aid (Practice)
- Essentials of Health and Safety
- Essentials of First Aid at the workplace

Teaching Methods

- Group practical sessions , cases and examples, group work, open discussions
- Demonstration and practice in a practical working environment and/or simulation laboratory
- Interactive participation is encouraged
- All participants receive a comprehensive folder containing copies of the presentation slides, handouts and other course material

Prerequisites

Restaurant Service - Level 1 does not require any preparation or qualifications for enrolment. However, we recommend that trainees have a good knowledge and understanding of the English language, both written and spoken

Course benefits

- Gain knowledge of the fundamentals of the restaurant service
- Be prepared for practical activities involved in the daily operations of the restaurant and beverage outlets, as well as during their summer job placement in one of our many business partners' four-plus and five-star hotels
- Acquire all skills and knowledge needed to build successful careers in the ever-changing catering and hospitality industry.

Who should attend?

- Young people seeking a qualification in the Restaurant Service, which will give them a competitive advantage when applying for a job in the hospitality industry onboard and ashore
- Unemployed people seeking better job opportunities in the ever-changing hospitality industry, through training and qualifications;
- Existing -waiters who secured employment without any knowledge and skills, and want to develop their careers further in the hospitality industry.



AHLA Accreditation

UHI is a Faculty Member of the American Hotel and Lodging Association meaning all its hospitality programmes are aligned with AHLA's quality standards.

Location / Venue

This event will be held at:

1. Lublin, Poland: New Forum Hotel
2. Constanta, Romania: Zodiac Hotel
3. Odessa, Ukraine: Odessa Hospitality School
4. Manila, Philippines: Marlow United Marine Training Centre (UMTC)

A detailed enrolment agreement is emailed to all registered participants approximately one week before the event. The enrolment agreement will confirm exact venue details and nearby (or onsite) accommodation recommendations, with bedroom rates where available

Instructors

UHI instructors are there to pass on their knowledge and skills and help the students benefit from the highly interactive nature of the courses. Because we recognise the Importance of both theory and practical demonstration, we make use of intensive practical sessions throughout our vocational programmes. At UHI, we know that trainees remember 20% of what they see, 30% of what they hear, 50% of what they both see and hear and over 80% of what they fully participate and practice in. So, with numerous presentations, videos, demonstrations, workshops and project assignments, our instructors help our students remain focused and make the most of their time in class.

In House

To bring this course in-house please contact us and we will be pleased to assist.

Course Details

Course level:
Level 1

CPE / CPD:
75 hours

Tuition Fees:

Europe: EUR 600 net / Asia: USD 720 net

Uniform and Other Training Material:

Europe: EUR 35 / Asia: USD 42

Information and application form at our website:

www.uhinstitute.com



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