Service training

Day 2

* Restaurant rules
* Staff grooming training
* Make up
* Standing posture
* Pin
* Uniform
* The daily useful english

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1** | **严格遵守服务标准** | | | | | | | | |
| **2** | **严格遵守考勤制度** | | | | | | | | |
|  |  | **\* 不得无故缺勤. 特殊原因（病假）必须提前4小时通知当班负责人** | | | | | | | |
|  |  | **\* 按实际班表上班，如改班必须经由当班负责人同意** |  |  |  |  |  |  |  |
|  |  | **\* 无特殊原因迟到者** |  |  |  |  |  |  |  |
|  |  | **\* 打卡迟到，早退者** |  |  |  |  |  |  |  |
|  |  | **\* 上下班必须打卡** | | | | | | | |
|  |  | **\* 必须签到签退** | | | | | | | |
|  |  | **\* 如果迟到必须在办表上注明实际打卡时间** | | | | | | | |
|  |  | **\* 如遇加班，必须经当班负责人同意方生效，并由当班负责人在班表上注明** | | | | | | | |
|  |  | **\* 月度考勤报告若出现异常** | | | | | | | |
| **3** | **每天必须看交接本并掌握其上内容** | | | | | | | | |
| **4** | **严格遵守财务制度** | | | | | | | | |
|  |  | **\* 点完单必须及时输入“MICROS”（谁点单谁输单）** | | | | | | | |
|  |  | **\* 必须给客人结账小票（信用卡，现金结账适用）** | | | | | | | |
|  |  | **\* 如需VOID单必须立马VOID， 不许留下再用** | | | | | | | |
|  |  | **\* 如有COUPON，VOUCHER必须立时开单结账，不需要打印前两联出来** | | | | | | | |
|  |  | **\* 每晚营运结束必须由当班负责人清点核对备用金并且封口** | | | | | | | |
|  |  | **\* 做账不准确( 少账单， 少VOID单）** |  |  |  |  |  |  |  |
| **5** | **不得擅离岗位。如有需要必须经当班负责人同意方可离开** | | | | | | | | |
| **6** | **严格遵守就餐时间规定：30分钟** | | | | | | | | |
| **7** | **工作期间严禁携带和使用私人电话( 带班者除外）** | | | | | | | | |
| **8** | **工作期间严禁嬉笑打闹，阅读报纸** | | | | | | | | |
| **9** | **严禁私喝私拿酒水饮料及食品** | | | | | | | | |
| **10** | **未经当班负责人批准，严禁使用客厕和客梯** | | | | | | | | |

◆ **Useful Word**

1) 常用品

tray

ashtray

match

tea candle

disinfectant spay

straw

stirrer

toothpick

fork

chopstick

spoon

saucer

cup

bowl

dish

plate

pot

2) 家具及相关

counter

carpet

sofa

cabinet

lamp

vase

fan

sounder

fridge

turn up/down/on/off

3) 公用设施

air conditioning

lift/elevator

rest room / men’s (women’s) room / washroom / toilet / bathroom

fire extinguisher

emergency exit

decoration

display

band

4) 结帐及相关

bill

bill folder

check

cash

coin

change

charge to room

credit card

signature

receipt

invoice

go dutch / separate

5) 食品

snack

peanut

chips

low fat milk

skim milk

honey

still/sparkling

jam

mustard

pepper

butter

dressing/spice

vinegar

mutton

pork

steak

bacon

ham

sausage

cheese

dumpling

noodle

pasta

macaroni

biscuit

salad

soup

* **Useful Sentence**

**Greeting guests**  
--Good morning/afternoon/evening,sir/madam  
--May I help you ?  
--Can I help you ,please?  
--A table for how many,sir?  
--How many people (are there) in your party?  
--Do you have a reservation?  
--May I have your name ,please?  
--May I have your company’s name?  
--May I have your first/last name?  
--How to spell your name ?  
--Nice to see you again  
--Welcome come bake   
--May name is……, and I am your waiter/waitress this evening

**Escorting the guest**  
--would you mind following me ,sir?  
--this is way ,please  
--Follow me ,please  
--This is your table ,sir, have a seat ,please  
--Would you like this table?  
--Which table do you prefer?/which table would you like?

**Seating the guest**  
Have a seat please ,sir  
Have a good time here  
Enjoy your stay,sir

**Presenting the drink list/menu**  
This is your drink list  
Here is your menu  
Here you go ,sir

**Taking the drink order**  
May I take your order now   
What would you like to drink? Beer or whisky  
Would you like a nice beer, sir?  
How about a glass of wine?  
It’s a good choice, wait a moment , please

**Repeating the order**  
Excuse me, let me repeat your order , all right?  
Thanks for your order  
Excuse me , Can I take the drink list  
May I repeat your order now? For this lady/gentleman, you order……  
Would you like anything else?  
It will take some time to make your cocktail, Please wait a moment  
Thank you for your order , Just a moment, please

**Serving drink order**  
Excuse me , sir, here is your Heineken, Please enjoy it   
Would you like one more drink  
May I open it for you now  
Would you like to taste it   
How about your taste? It’s good  
May I pour it for you now  
Is that enough  
This dish /plate /cup is very hot , please be careful  
May I serve it for you

**Re-serveing the drink**  
Would you like another Heineken , sir  
May I suggest our special weekly cocktail to you?  
Can I recommend our special beer to you, sir?

**Changing  ashtray**  
Excuse me ,sir, May I change the ashtray

**Thanking the guest**  
Thank you very much,sir  
Hope to see you again, sir  
Have a good night, sir

**Presenting the guest’s check**  
Of course, wait a moment,please  
This is your check, sir  
This is your bill , sir   
This is your change .thank you   
May I have your (printed) signature on the check please  
Excuse me ,sir, may I have your signature on this voucher,please  
Here is your copy and credit card, sir  
May I have your name in print and room number, please  
May I also have your signature   
May I see your room card  
Please sign your printed name here

**PIN**

No unauthorized pins or decorations may be added to your nametag. Take care of your nametag so that it is in good repair and legible.

**UNIFORMS**

You will be issued a uniform on the day. It is your responsibility to keep your uniform in good condition. Your uniform must be worn in its entirety at all times. Should you stain your uniform during work, you should seek permission from your supervisor to have it changed at the linen room. You are not allowed to wear your uniform out of the hotel, nor should you take it home.

* Shoes must be clean, well polished, in good condition and appropriate for business attire.
* For safety reasons, “mules,” open-toed shoes, tennis shoes and shoes with multiple straps are not permitted.
* You must wear rubber-soled shoes.

**GROOMING**

As you represent the hotel, your grooming is of utmost importance. You are required to comply with the grooming standards at all times. The supervisor/manager in charge will inform you if you do not comply with the standards and you will not be allowed to commence work until you are properly groomed.

* Hair must be clean and neatly combed. It must allow for eye contact at all times.
* Colored or tinted hair must appear natural and be well maintained.
* Hair must be conservatively styled. Extreme (e.g. asymmetrical, bi-level, etc.) styles are unacceptable. The height of the hair above one’s head should not exceed two inches.
* Heads partially shaven and/or hair fashioned in logos, geometric patterns or designs are not permitted.
* Gels, sprays and hair mousse may be used conservatively.
* You must comply with health department regulations.
* **Males:** Hair must not extend over the collar and must be neatly trimmed around the collar and ears. Shaved heads are permitted and should be maintained daily, with no stubble. Brush cuts may be no shorter than a #2 clipper.
* **Females**: Long hair below shoulder length must be restrained. Conservative barrettes, combs, headbands, clips and bow/ribbons may be worn if they are complimentary to the hair and uniform. Neatly groomed braids are acceptable.
* Wigs may be worn if the above conditions are met.

**FACIAL HAIR (FOR MEN)**

* Clean shaven
* No moustache
* Well trimmed beards
* Sideburns must be neatly trimmed, and must not extend beyond mid-ear. They must be of a conservative style; flares or mutton chops are unacceptable.

**JEWELLERY**

* Conservative jewelry may be worn in moderation, but may not detract from the uniform.
* Necklaces may not be visible.
* Ankle bracelets and visible body piercing (e.g. tongue, nose, eyebrow, etc.), or multiple rings on one hand are **not permitted**.
* Females: May wear small studs or hoop earrings (no larger than a Dirham) worn close to the ear. Both post and clip-on earrings are acceptable, while large or dangle earrings are unacceptable. One pair is permitted - with one earring in each ear in the lower lobe.
* **Males**: Are not permitted to wear earrings while on duty.

**ACCESSORIES**

* Sunglasses are not to be worn indoors, in dark areas or at night. Prescription sunglasses may be worn only when necessary, and must not be mirrored, silver-coated or opaque.
* Tattoos must not be visible.
* Combs, wallets, or other large objects should not be visible or carried in pockets.
* **Females**: Colleagues who are required to wear hosiery must do so at all times. The hosiery must be in good repair, of a neutral color (sheer or opaque stockings) and coordinated with the uniform or business attire. Extreme colors, patterned or textured hose, or hosiery trimmed with decorations are unacceptable.
* **Males**: Must wear black socks.

**COSMETIC GUIDELINE (FOR WOMEN)**

* Hands and nails should be clean at all times. Nails should be neatly trimmed and should not extend more than ¼ inch beyond the end of the finger.
* Perfumes and eau de cologne must be discreet and worn with moderation.
* Must not wear nail polish.
* Make-up should promote a professional well-groomed image. It should be applied conservatively and complement normal skin tones. Extreme colors and/or excessive amounts are not permitted.

**OTHER:**

* **Usage of Personal Cell phone**

Staff is **not** allowed to carry or use their personal cell phone whilst on duty. Your cell phone is your personal responsibility and the hotel will not be responsible for any loss.

* **Staff Entrance and Exit**

You must enter and leave the hotel only through the staff entrance at all times and sign in /out.

* **Personal Calls**

You should advise family members that personal calls are not accepted during working hours. Should there be an emergency; the caller can leave a message with the manager for the staff to return emergency calls.

* **Smoking**

Smoking is not only a potential fire hazard, but it is also a health hazard. In order to promote a smoke free and healthy work environment, smoking is prohibited in the hotel except in the designated smoking room. You are not permitted to take extra smoke break during the official working hours or to visible carry packets of cigarette in the uniform pocket. After smoking, you should wash your hands and rinse your mouth before return to your work area.