Service training

Day 10

* Additional service
* Presenting a special cake
* Wrong orders
* Dealing with drunk customers
* Dealing with complaints
* Unreasonable requirements

Additional service

额外服务

Standard:

标准：

* Additional service is a way to impress your guests by offering extra services that didn’t ask for by using the combination of visualization, plan and action by a server to fulfil every guests needs when they less expect it

附加服务的方式来打动你的客人，提供额外的服务并没有要求一台服务器可以结合的可视化，计划和行动，以满足每一位客人的需要。

Procedures:

程序：

1. Visualization:

可视化：

* Is seeing when it could be applied depending on different situations the guests are in.

眼看时，它可应用于客人的不同情况而定

* Identify it by watching their physical state, posture, behaviour, conversation, voice tone, etc.

识别自己的身体状态，姿势，行为，对话，语音语调等作出调整

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| --- | --- | --- |
| Some examples: | How to identify them: | What to do: |
|  |  |  |
| Birthday guest: | Conversation, booking, behaviours | Providing a cake, a special drink, a musician playing, a call, etc. |
| Hungry guest: | Conversation, behaviours | Providing a snack, offering a pre-starter, ensuring food service speed, etc. |
| Apparently sad guest: | Physical state, conversation, behaviours | Assisting on any need, entertain (if accepted), etc. |
| Sick guest: | Physical state, noises, behaviours, conversation | Delivering a medicinal tea, hot water, recommending lighter food items, etc. |
| Confused guest: | Behaviours, conversation, doubt of where/how to go to certain places | Looking to offer information to clear their doubts, as clear as possible, etc. |
| Hurried guest: | Physical state, behaviours, conversation | Ensure providing faster food/drinks service, offer to call a taxi in advance, etc. |
| Self-spilled clothes: | Visible, noise | Offering fresh clothes (if applicable), offering dry-cleaning, etc. |

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| --- | --- | --- |
| 一些例子： | 如何识别它们： | 做什么： |
|  |  |  |
| 生日客人： | 谈话，订舱，行为 | 提供一个蛋糕，一杯特殊饮料，音乐家演奏，呼叫等。 |
| 饥饿的客人： | 交谈中，行为 | 提供小吃，提供娱乐，确保餐饮服务的速度等。 |
| 显然低落的客人： | 物理状态，谈话，行为 | 在任何提出协助，招待（如被接纳）等。 |
| 生病客人： | 物理状态，噪音，行为，对话 | 提供一种药用茶，热水，建议更轻便的食品等 |
| 糊涂客人： | 行为，谈话，/如何去某些地方的疑问 | 展望提供信息，以清除他们的疑虑，尽可能讲清楚等。 |
| 匆匆旅客： | 物理状态，行为，对话 | 确保提供更快的食品/饮料服务，提供提前致电出租车等 |
| 自己弄脏衣服的客人： | 可见，噪声 | 提供新鲜的衣服（如适用），提供干洗等。 |
|  |  |  |

Action:

行动：

Coughing guest example:

咳嗽旅客例如：

* A guest walks into a restaurant to have lunch with her friend, coughing and apparently in the beginning of a cold

客人走进餐厅，与朋友共进午餐，咳嗽，显然是在感冒的先兆

* The waiter realizes it by the sound of her coughing

服务员意识到咳嗽的声音来源

* Arrives to the table with a hot tea made of fresh Ginger, mint, lemon and honey, informs the guest that this tea has worked very well on colds in his previous experience, and informs them of its ingredients (to ensure has no allergies).

送上加上薄荷，鲜姜，柠檬和蜂蜜的热茶，告知游客，此茶曾感冒在他以往的经验非常好，并通知其成分（以确保没有过敏）。

* Clearly noted as a complimentary drink for the guest’s wellbeing (with a very low making cost)

明确指出此茶是免费为客人的饮料（制作成本非常低）

Presenting a Birthday Cake:

提出生日蛋糕：

Standard:

标准：

* A guest could request a birthday cake on the phone when making a reservation at least 24 hours prior the booking date.

客人可能会在电话里要求生日蛋糕，保留至少24小时前的预定日期。

* It is essential to know every detail of the Cake order:

关键是必须知道的蛋糕订单的每一个细节:

* Guest’s name

客人的姓名

* Serving time

送上蛋糕时间

* Size

大小

Procedures:

程序：

* + - * Get together other members of FOH that are available (the more possible)
* 集合其他FOH的成员（更多更好）
  + - * Light the candles of the cake
* 点燃蛋糕上的蜡烛
  + - * Approach the table singing a birthday song to the guests (all together)
* 走近桌子，客人（一起唱起生日歌）
  + - * Present the cake in front of the birthday guest while singing it
* 一边唱着歌在生日的客人面前展示蛋糕
* Don’t be shy, other guests will be joining your song when started
* 不要害羞，其他客人会加入一起唱歌

Wrong orders

上错菜

* I ordered (Diet Pepsi) but this is (Pepsi).

我要的是（百事轻怡），怎么上的是（百事可乐）呢？

* I asked for a macchiato not mocha.

我点的是（马克亚托）不是（摩卡咖啡）。

* This is not what I ordered.

这不是我点的。

Orders taking too long

上菜太慢

Guest:

* We’re still waiting on a…

我们还在等我们点的…

* My order hasn’t arrived yet.

我点的菜还没来。

* I have been waiting for over an hour.

我已经等了一个多小时了。

* If it hasn’t been started, we’d like to cancel it.

如果还没开始做的话，我们就取消了。

Service:

* I’ll go check on it right away.

我到厨房查一下。

* Your order will be ready in a minute.

您的菜马上好。

* I’m very sorry about the wait.

抱歉让您久等了。

Common complaints about food, equipment and the environment

客人对食物, 设备和环境的常见投诉

This knife is dirty. This ice cream is melted. This steak is tough.

这刀脏了。 冰淇淋溶化了。 这份牛排嚼不烂。

My fries are cold. This chicken is undercooked. This salad is not fresh.

我的薯条冷了。 这鸡肉没熟。 这沙拉不新鲜。

The beer is flat. The bowl is broken. The table is wobbly.

啤酒走味了。 这碗破了。 这桌不稳定。

The music is too loud. The salad is too spicy. The pasta is too salty.

音乐太吵。 这沙拉太辣。 这意面太咸。

The beer is not cold enough. The pasta is not hot enough.

啤酒不够冰。 意面不够热。

There is a hair in my soup! There is a stone in my salad!

我的汤里有头发！ 我的沙拉里有石头！

This beef has a funny taste. This soup has a weird taste.

这牛肉有奇怪的味道。 这汤有奇怪的味道。

This salad tastes strange. This chicken tastes funny.

这沙拉味道怪怪的。 这鸡肉味道怪怪的。

Apologizing and taking action

道歉和处理

If a customer makes a simple complaint that you have authority to fix, first apologize and remedy the problem right away. If you do not have the authority to fix a complaint, or if you do not understand the customer, politely excuse yourself and get your manager.

碰到客人的简单投诉，如果在权限以内，先道歉然后马上处理。如果无权处理或不明白客人投诉，礼貌道歉并找来经理。

* I’m very sorry! 对不起！
* I’m extremely sorry! 非常对不起！
* I’ll bring you another one right away. 我马上给您再拿一份来。
* I will change it for you right away. 我马上给您换一份。
* Please excuse me. I will get my manager to help you. 请稍侯，我请我们经理来帮您

Dealing with drunk customers

处理喝醉的客人

Standard: Performed by: Supervisor/Manager

标准：

Intoxicated Guests

醉酒的客人

* Greet them in a courteous manner.

友好地接待他。

* Seat them in a booth where other guests will not notice them.

把他引领到客人较少的座位，以免影响到其他客人。

* Bring them hot face towels.

给他们提供热毛巾和清茶。

* Notify the manager on duty, who will determine whether any alcoholic drink should be serve or not.

通知值班经理，看此客人可否在餐厅里喝酒。

* Recommend hot non-alcoholic drinks and refuse to serve alcohol if guest is in a very bad stage.

如果客人点酒水，建议他用无酒精饮料；

如果客人已经喝了非常多的酒精并喝醉，拒绝向他提供任何酒水。

coffee, tea or other non-alcoholic drink. You might also offer them some food as an alternative to another drink.

提供咖啡，茶或其他非酒精饮料。你可能还可以为他们提供一些食品以替代其它饮料。

* If you believe that they are too drunk, don’t let them drive. Call a cab to take them home.

如果您认为他们是太醉了，不要让他们开车。调用了一辆出租车，把它们带回家。

* While waiting for the cops to come, try to get the customer to walk outside of your restaurant.

正等待公安到场时，尝试要求你的客人走出餐厅。

* Avoid using any physical force. If possible, take them to a quiet area away from the rest of your customers so they are not making a scene in your restaurant.

避免使用暴力，尽可能把那些客人带离其他食客；免得他们在餐厅里闹场。

Dealing with complaints

处理投诉

Standard: 标准：

The person who receives a request/complaint will handle it in a professional manner ensuring guest satisfaction.

如果接到客人投诉必须使用正确方式让客人满意的答复。

**Procedures:**

程序：

1. Listen to the guest’s request/complaint very carefully and with empathy, ensuring that the full situation is perfectly understood. This may involve repeating certain aspects back to the guest.

NB: nothing makes a guest request or complaint worse than being misunderstood and the wrong action being taken.

耐心仔细的聆听，直到完全明白客人在讲什么，如果需要请客人把问题重复。注：没有比误解客人并做出错误行动的行为更让客人恼火的。

1. Take all necessary steps to ensure the guest request or complaint is handled in a professional manner and as per the hotel standard.

记下所有的细节圆满的处理问题使客人满意。

1. Follow up, ensuring that the guest’s request/complaint has been fulfilled/satisfied.

跟进服务，确保客人的投诉完全处理好。

1. Always ask for help/assistant or refer to your superior if you are not sure.

如果不能圆满讲解应马上找主管帮忙。

Unreasonable requirements

处理不合理要求

Standard: Performed by: Supervisor/Waiter/Waitress

标准：

* When a guest has a requirement that cannot be done always communicate it on a apologetic way offering other ways to satisfy their needs

当客人有要求，不能总是以歉意方式来沟通；提供其他方式来满足他们的需求

* If the guest still insists always derivate the claim to the manager on duty

如果客人仍始终坚持衍生索偿，徵求值班经理的协助