



CURRICULUM FOR MASTERING HOSPITALITY: THE ULTIMATE WAITSTAFF TRAINING

Objective: This course is designed to train wait staff in the art of service, customer engagement, and restaurant operations. Using content from Chef Stone's book, it incorporates hospitality psychology, service efficiency, and fine dining techniques.

COURSE OUTLINE & WEEKLY BREAKDOWN

Module 1: Introduction to Hospitality & Guest Experience (Week 1-2)

- The Role of a Waiter in Fine Dining & Casual Service.
- Professional Grooming & Dress Code for Waitstaff.
- Body Language & First Impressions in Service.
- Hands-On: Role-playing First Guest Interactions. **Module**

2: Table Setup & Fine Dining Service (Week 3-4)

- Napkin Folding Techniques & Presentation.
- Polishing Glassware & Cutlery to Perfection.
- How to Handle Plates, Trays & Glassware Gracefully.
- Hands-On: Setting a Fine Dining Table from Start to Finish.

Module 3: Taking Orders & Enhancing Guest Experience (Week 5-6)

- Effective Communication & Active Listening.
- Menu Knowledge: Understanding Ingredients & Preparation Methods.



Red Dish

CHRONICLE

Upselling & Suggestive Selling Techniques.

- Handling Special Requests & Dietary Restrictions.
- Hands-On: Simulated Service Scenarios & Role-Playing.

Module 4: Handling Difficult Situations & Conflict Resolution (Week 7-8)

- Handling Difficult Guests & Unexpected Situations.
- Crisis Management: Spills, Breakages & Service Recovery Strategies.
- Hands-On: Conflict Resolution Role-Playing.

Module 5: Beverage & Wine Service for Waitstaff (Week 9-10)

- Basic Wine Knowledge & Pairing Suggestions.
- Serving & Pouring Wine Correctly.
- Tea, Coffee & Specialty Beverage Service.
- Handling Glassware & Wine Bottle Presentation.
- Hands-On: Live Beverage Service Training.

Module 6: Restaurant Simulation & Final Assessment (Week 11-12)

- Real-Time Restaurant Simulation (Full-Service Role-Play).
- Final Service Assessment: Speed, Accuracy & Guest Interaction.
- Live Table Service Test (Guests Provide Feedback).

CERTIFICATION & GRADUATION ADDITIONAL COURSE FEATURES

- Real Restaurant Training Experience
- Internship & Placement Opportunities