



CURRICULUM FOR MASTERING HOSPITALITY: THE ULTIMATE WAITSTAFF PROFESSIONAL TRAINING

Objective: This course is designed to train waitstaff in the art of professional 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.
- Understanding Hospitality Psychology: Making Guests Feel Valued.
- Restaurant Hierarchy & Teamwork.
- 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)

- Understanding Table Layouts & Cover Setups.
- Napkin Folding Techniques & Presentation.
- Polishing Glassware & Cutlery to Perfection.
- Types of Service: Silver Service, Russian, French, & Buffet.
- 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.
- Upselling & Suggestive Selling Techniques.
- Handling Special Requests & Dietary Restrictions.
- Using POS Systems & Order Management Software.
- Hands-On: Simulated Service Scenarios & Role-Playing.

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

- Managing Complaints Professionally.
- Handling Difficult Guests & Unexpected Situations.
- Dealing with Allergies & Medical Emergencies.
- Crisis Management: Spills, Breakages & Service Recovery Strategies.
- Cultural Sensitivity in Hospitality.
- 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.
- Understanding Cocktails & Bar Terminology.
- 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).



Red Dish

CHRONICLES

CERTIFICATION & GRADUATION ADDITIONAL COURSE FEATURES.

- Real Restaurant Training Experience.
- Guest Lectures from Top Hospitality Experts.
- Internship & Placement Opportunities.
- Exclusive Hospitality Insights from Chef Stone's Book.