CUSTOMER SERVICE AND MANAGEMENT

IMPORTANCE OF CUSTOMER SERVICE

* **Make or break an establishment**

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* **Understand customer needs**

**- -**

**- -**

**- -**

IDENTIFY FRONT OF THE HOUSE JOB AND DUTIES

**HOST/HOSTESS**

* **Responsible to the customer**

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* **Take reservations**
* **Supervises service to customers**



**SERVER**













**Handles customer needs**

**Checks tables**

**Correct problems**

**Knows appropriate table setting**

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

**CASHIER**

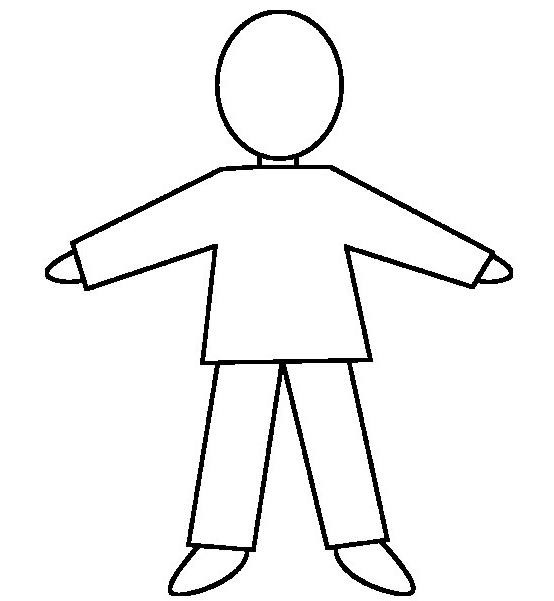
* **Responsible for cash drawer**

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

**BUS PERSON:**

**DINING ROOM MANAGER:**



**NON-VERBAL:**

**VERBAL:**

**ATTITUDE:**

* **Positive**

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





**PERSONAL APPEAL:**

**UNDERSTAND ORDER OF FRONT OF THE HOUSE SERVICE**

CHARACTERISTICS NEEDED TO BE A SKILLED EMPLOYEE

**3. SELL THE MENU**

**4. SERVE THE ORDER**

**1. GREET CUSTOMERS**

**2. TAKE BEVERAGE ORDERS**

**6. PROCESSING PAYMENT**

**5. ALCOHOL SERVICE**

MAIN TYPES OF DINING ENVIRONMENTS

|  |
| --- |
| **QUICK SERVICE:** |
| **CASUAL DINING:** |
| **TRADITIONAL OR FINE DINING:** |
| **AMERICAN SERVICE:** |
| **FRENCH SERVICE:** |
| **RUSSIAN SERVICE:** |
| **ENGLISH SERVICE:** |

DINING EQUIPMENT AND HOW THEY ARE USED



**FORKS**

**KNIVES**

**SPOONS**



**DRINKING GLASSES**



**DINNERWARE**



15 QUALITIES AND DUTIES OF AN EFFECTIVE MANAGER

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