



TRAINING & DEVELOPMENT TITLE	BASIC F&B SERVICE SKILL COURSE
PROGRAMME OVERVIEW	
<p><i>Food and beverage serving and related workers perform a variety of customer service, food preparation, and cleaning duties in full-service restaurants, casual dining eateries, and other eating and drinking places. Food and beverage serving and related workers typically do the following:</i></p>	
<p><i>Prepare and clean assigned work areas / Replenish and stock service stations, cabinets, and tables / Serve food and drinks to customers from behind a counter / Greet customers, escort them to their seats, and hand them menus / Answer customers' questions about menu items and specials / Clean tables and dining areas / Set tables for new customers.</i></p>	
<p><i>Food and beverage serving and related workers are the front line of customer service in full-service restaurants, casual dining eateries, and other food service establishments. Depending on the establishment, they might take customers' food and drink orders and prepare and serve food and beverages. Most work as part of a team, helping coworkers to improve workflow and customer service.</i></p>	
<p>Training</p>	
<p><i>All new employees receive some training from their employer. They typically learn basic customer service, kitchen safety, and safe food-handling procedures and sanitation.</i></p>	
<p><i>Some employers, particularly those in fast-food restaurants, teach new workers using self-study programs, online programs, audiovisual presentations, or instructional booklets that explain food preparation and service skills. But most food and beverage serving and related workers pick up their skills by watching and working with more experienced workers.</i></p>	
<p><i>Some full-service restaurants also provide new dining room employees with classroom training that alternates with periods of on-the-job work experience. These training programs communicate the operating philosophy of the restaurant, help new employees establish a personal rapport with other staff, teach formal serving techniques, and instill a desire to work as a team.</i></p>	
<p>Customer-Service Skills</p>	
<p><i>Food service establishments rely on good food and customer service to keep customers and succeed in a competitive industry. As a result, workers should be courteous and be able to quickly attend to customers' requests.</i></p>	
<p>Stamina</p>	
<p><i>Food and beverage serving and related workers must be able to spend much of their work time standing, carrying heavy trays, cleaning work areas, and attending to customers' needs.</i></p>	
<p>Teamwork</p>	
<p><i>Food serving places can often be fast-paced and hectic during peak dining hours. Food and beverage serving and related workers must be able to work well as a team to ensure that customers feel welcomed and receive prompt service.</i></p>	
CERTIFICATION	This "Training and Development CERTIFICATE of Completion" is awarded by Melind Higher Education Sdn Bhd in collaboration with Kolej MASA Hospitality Faculty.
TARGET GROUP	All Rank & File F&B Employees in the Hospitality Departments
DURATION	5 Days [0930hrs TO 1730hrs]

COURSE FEE	Group: Malaysian Ringgit Twelve Thousand Only for up to Twenty Employees
VENUE	Client (In-House)
METHODOLOGY	<ul style="list-style-type: none"> ▪ Lectures ▪ Tutorials ▪ Practical Applications
CLO (CLASSROOM LEARNING OUTCOME)	Employees will be able to understand and apply the knowledge attained in program to be a productive, positive, reliable and skilled personal knowing what, when and how to perform his/her duties. Self grooming to the knowledge of utensils and equipments; types of services and ethics will able the person is more focused and confident.
COURSE OUTLINE	<ul style="list-style-type: none"> ▪ SERVICE & PRODUCT QUALITY ▪ GENERAL APPEARANCE & HYGIENE ▪ CUSTOMER HOSTING & COMMUNICATION ▪ SUGGESTIVE & UP-SELLING METHODS ▪ RESERVATION TAKINGS & CUSTOMER HANDLING ▪ TABLE SETTING & PROCEDURES ▪ STANDARD OPENING & CLOSING DUTIES ▪ UNDERSTANDING FOOD & SERVICE • UNDERSTANDING BEVERAGE & SERVICE
ENROLLMENT REQUIREMENT	<ul style="list-style-type: none"> ▪ They must be Malaysian Citizen (<u>100% HRDF claimable</u>). ▪ Foreigners with Work Pass from MOHR (HRDF <u>not</u> applicable). ▪ They must be <u>approved</u> by the designated officer/s for this program. ▪ They must be of <u>18 years</u> of age or above. ▪ They must have a minimum <u>PMR</u> qualification (not applicable for foreign workers with Work Pass from MOHR).
PAYMENTS & CLAIMS	<p>THE PAYMENT IS TO BE PAID BY CROSSED CHEQUE MADE OUT TO “MELIND HIGHER EDUCATION SDN BHD”.</p> <p>HRDF 100% Claimable status under our license: SBL-KHAS Category A. The Employer can claim direct from HRDF using the SBL SCHEME.</p> <p>Each employee MUST produce an official form (from MHE) for the employer for each class attendance to obtain the official invoice for the employer to make the claim from HRDF as we are a Category A HRDF License owner which allows 100% claimable option to the Employer.</p>