



## **Food and Beverage Manual for Restaurant / Banquet**

(It is important that you review every section of this manual and add to, change or remove all sections that do not match up with your property. It is also important to review this document with regards to what is legally correct in your operating area and if you operate in a union environment, that the words stay within the context of the existing union contract.)

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# Welcome

## Welcome

Welcome to Your Restaurant/Conference Facility. You have been chosen to join a team committed to **service excellence**. In today's market where products and prices are similar - **YOU MAKE THE DIFFERENCE**. Your dedication to attentive, responsive guest service is the single most important factor to bring our guests back time and again.

Your service manual has been designed to provide you with the material so that you can deliver the very best service.

The nature of the hospitality industry places strong emphasis on people - our guests. This focus on people makes the job exciting because of contact with guests with varying tastes and needs. For our operation to be successful, we must be able to provide quality service to each of those guests.

But service is not where it ends. Guests notice the appearance of the facility; its cleanliness and neatness. The overall impression that the facility makes will play a large role in whether or not the guest comes back. And that largely depends on **you**.

This manual will focus on tasks that provide the service which brings guests back and makes them tell friends about the service we provide. Remember, you may be one of the few employees that our guests encounter, so you will be representing management, other employees who never see the guests, and most importantly, the reputation of our facility. As you work your way through this manual, keep in mind that this information is valuable only if you choose to apply it properly. All of the reading and training you do is not going to make you a good employee. Only you can do that with a good attitude, exercising good judgement, and following the basic principles laid out in this manual as a guideline.

## Service Excellence, Hassle Free Guarantee

At Your Restaurant/Conference Facility, service excellence is a living reality for our guests because we guarantee it. It is your responsibility to live up to this standard every day.

The standard has been set. An effective catering team with all of its partner's working towards service excellence will guarantee happy guests every time.

***flexibility   professionalism   dedication   personalized service***

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