



Head Office: #305, 300 Kings Bay, Lethbridge, Alberta T1K 5G2

Lethbridge Office: 403.329.0179 | Calgary Office: 403.515-0022

[www.wowcommunications.ca](http://www.wowcommunications.ca)

## Food and Beverage Server

*Time frame is flexible based on the property's goals but we recommend this to be a 12 hours session. (two days or four consecutive 3-hour sessions)*

### ***Participant's profile:***

- This session is relevant for those who have just been hired into a Food and Beverage server role or for those who have been working in that area but have never received any training.

### ***Learning Objectives:***

- Standards have been set by the Canadian Tourism industry on what is expected of those providing food and beverage services. This session outlines those standards and is based on the Emerit Tourism Training system.

### ***Participant's Value Received:***

- Tourism is one of Canada's largest and most competitive growth industries, but the success of the tourism industry is closely tied to its human component.

### **Outline:**

1. An overview of tourism
2. Professionalism: attitude, dealing with problems and special situations.
3. Interpersonal skills: Communicating effectively, being a team member.
4. Food and Beverage product knowledge: basic meat, poultry and seafood information; basic soups and sauces; common food preparation terms, knowledge of beverages.
5. Tools and Equipment: identifying tableware, identifying bar tools and equipment.
6. Service Support duties: preparing for your shift; maintaining and setting tables and other duties.
7. Providing service: service knowledge and handling orders.
8. Beverage preparation and service; Glassware, pouring wine, serving tea and coffee.
9. Processing payments: point of sales systems, guest payments.
10. Responsible Alcohol service.
11. Sanitation and safety; food storage, fire and emergency procedures, workplace hazardous materials, safe practices.
12. Legislation

