

ACADEMY Restaurant



AACT SERVER TRAINING MANUAL

[15/16]



There's a place for You Here

THIS PAGE LEFT INTENTIONALLY BLANK



Table of Contents

SO, YOU WANT TO BE A WAITER – INTRODUCTION

- HOW TO BE A WAITER
- OJT
- CAREER EXP
- OC

SERVER FUNCTIONS & RESPONSIBILITIES

- ▶ General Job Guidelines And Responsibilities
- ▶ Server Opening Procedures / Closing Procedures
- ▶ Other Duties
- ▶ Team Work

THE GUEST

- ▶ You Must Be Able To Serve Many Different Types Of Guests
- ▶ Service

QUALITY CONTROL

TABLE INTRODUCTION

- ▶ Ordering Procedures
- ▶ Taking orders
- ▶ Dinning Room lay out
- ▶ Table settings
- ▶ Types of service
- ▶ table service
- ▶ Banquets
- ▶ Tray work
- ▶ Nappkin folds

PERSONAL APPEARANCE

SUGGESTIVE SELLING

SPECIALS & FEATURES OF THE DAY

Beverage service

- ▶ Coffee
- ▶ Tea-
- ▶ Soda

- ▶ Other
- ▶ Wine

DESSERTS

CLOSING OUT A TABLE

- ▶ Presenting the Check
- ▶ POS
- ▶ Methods of Payment
- ▶ Handling Cash

CHECK-OUT PROCEDURES

- ▶ End of service

ALCOHOL AWARENESS

SANITATION

SAFETY

Video Test

Tips online