



SSA 101 Essentials of Service Arts © SSA

Debbie Thomas CSEP CDP

This signature training session provides the knowledge an employee needs to perform the service arts like a pro. This session is ideal for new employees, current employees, staff seeking a refresh of quality standards, and those hospitality professionals who wish to cross train in other departments. It is especially important that employees understand the corporate brand of service and follow through with detailed performance. At the end of this session, attendees will be knowledgeable in all aspects of the service arts.

Who Should Enroll?

New employees, current employees, restaurant and catering company owners, banquet managers, seasoned wait staff, human resource trainers seeking a greater food and beverage background, event managers, and hospitality professionals interested in related careers.

Course Description

- Customer Service and Guest Expectations
- Proper Equipment Usage
- Table Set Up, Course Procedure and Clearing
- Classic and Contemporary Styles of Service
- Alcohol Knowledge & Wine Protocol
- Hot and Cold Beverage Service
- Menu Presentation and Wine List Handling
- Order Taking, Approaching the Table, and Proper Guest Departure Handling
- Off Premise Catering Tips and Tricks that take a life time to learn, catering trends, venue set up operations, and much, much more!

Pre-requisite: None

Class Time: 8-10 hours

Workbook: PPT handout following presentation. Certificate of completion



SSA102 Certified Dining Room Associate™ (DRA)

Debbie Thomas CSEP CDP

Created by the Federation of Dining Room Professionals®, this course is a must for anyone who wants to validate their commitment to the industry. This class will give students an in-depth knowledge of the dining room area. Upon completion of the online examination, the participant will hold a certification at the introductory level of the hospitality industry and will have the benchmark of using DRA after their name.

Who Should Enroll? Level entry hospitality professionals

Pre-requisite: None **Class Time:** 8 hours **Workbook** (English & Spanish)

SSA 103 Certified Dining Room Professional™ (CDP)

Debbie Thomas CSEP CDP

At the end of this session, attendees will achieve the high professional standard in the food service industry and be conversant with every aspect of their shift from set up to tear down, giving the guest 150% customer satisfaction. Graduates will be able to attain the Certified Dining Room Professional (CDP)™

The Certified Dining Room Professional (CDP)™ is accredited by the International Sommelier Guild (ISG), endorsed by the American Culinary Federation (ACF) and licensed by the Federation of Dining Room Professionals.

Who Should Enroll?

Restaurant and catering company owners; banquet managers; seasoned wait staff; human resource trainers with a food and beverage background; and seasoned dining professionals interested in hospitality-training related careers.

Course Description

- Classic and Contemporary Styles of Service
- Alcohol and Hot and Cold Beverage Service
- Equipment Usage, General Practices and Common Sense Rules
- Menu Presentation and Wine List Handling
- Order Taking, Approaching the Table and Proper Guest Departure Handling
- In-depth Cocktail/Beer knowledge
- Advanced Table Maintenance and Set Up
- Cooking Essentials, Garde Manger, Restrictive diets
- Classic Sauces and Soups, Cuts of Fish, Meat and Poultry

Pre-requisite: 2 years on the dining room floor eligibility requirements

Class Time: 16 hours

Workbook: 446 page manual, application, written or on line examination

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SSA104 Bartender Training© AH&LEI

This session includes how to create a professional personality at the bar, maintain profits, tips, and manage bar staff. This course may also include skills validation tests and field trips, as well as classroom instruction including the following;

- Knowledge for All Bartenders; keeping inventory, key control, and requisition bar stock, basic US alcoholic beverage laws and sanitation. Department specific information such as performing opening side work, set up, stocking and maintaining off premise bars, pickup/serve food orders, greeting guests, taking orders, serving complimentary food, understanding matching glassware and types and levels of alcoholic beverages, up-selling at the bar.
- Preparing Alcoholic beverages, prepare orders for room service, clean bar top and lounge during service, process drink reorders, respond to dis-satisfied guests, settle guest checks. Make entries in the Bar Logbook, execute last call, clean and secure Bar and Lounge, balance bank, make shift deposit and collect due backs and much more!

Prerequisite: None *Eligibility requirements if taking examination

Materials: Workbooks & Certificate of Completion

Time: 8 hours

SSA105 TIPS Alcohol Awareness Training Certification

"The Solution: TIPS "On Premise Program" empowers you and your employees to take a Pro-active approach toward preventing alcohol misuse and maintaining control of the environment. By training your staff to recognize the signs of intoxication, you can reduce the chance that an alcohol-related incident will occur. TIPS- trained servers show your customers That you care about:

- Compliance with state and local regulations, protection from alcohol liability lawsuits
- Decreased penalties for alcohol violations
- Better bottom line through lower insurance premiums
- Improved customer service
- Increased staff professionalism
- Mandatory in most USA states and counties
- Important worldwide to protect your establishment and increase customer satisfaction

Pre-requisite: None

Materials: Workbooks & Examinations - 3 Year Certification

Time: 6 hours



SSA 106 &107 Restaurant & Banquet Server Training @AH&LEI

To perform well, an employee needs to know about the property, his or her department, and his or her position. The manual used in the classroom continues to re-enforce standards as it becomes the 'employees' manual' on the job.

- Knowledge for All Representatives; property specific and general employee
- Knowledge for all Front of the House Food and Beverage Employees; department specific information such as telephone courtesy, U.S Alcoholic beverage laws, the par stock system, blood borne pathogens, personal appearance, emergency situations, lost and found, safe work habits, managers on duty, general property fact sheets, employee policies, and American Disabilities Act
- Knowledge for restaurant servers; Servers get specific information about topics such as suggestive selling and up selling and the par stock system
- Restaurant server Job Breakdowns with a list of equipment and supplied needed to perform task; for example set up for service, stock and maintain side stations, wash and sanitize glasses, greet and seat guests, approach the table, prepare and serve all food and beverage, respond to dissatisfied guests and table maintenance, presenting menus, wine lists, and final bill,
- Steps, how-to's and tips explaining the method of performing the tasks.
- Banquet server job breakdowns with a list of equipment supplied needed to perform each task; for example following banquet event orders and change orders, prepare all mis en place equipment, set tables for banquets, prepare and serve all food and beverage orders, serve each course as sit down banquets, maintenance of table during service.
- Set up and maintenance of Hors D'oeuvres Receptions, break and continental breakfast service, cocktail receptions, service for children, dissatisfied guests clear tables and performance of end of shift duties, and much more!

Prerequisite: None *Eligibility requirements if taking examination

Materials: Workbooks & Certificate of Completion

Time: 16 hours (2- 8 hour sessions)