

Health Care

DINING

SERVICES

A Workbook for
Employee Training

Level II
The Waitstaff

Health Care Dining Service

The Waitstaff

A Workbook for Employee Training
Level II

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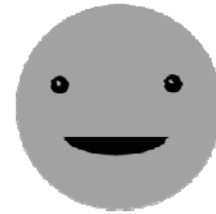
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Introduction

The purpose of this work book is to introduce you to the exciting job of providing food service for your customers. Service in a senior community has the same goals as excellent restaurant style service, but has a few differences.

You were hired because you possess certain qualities that are needed for good customer service. You:

- Have a genuine desire to serve people
- Are interested in people
- Show personal satisfaction in pleasing the customer
- Are a happy person and you enjoy making others smile



These qualities are typical for any customer service position. However, we differ from typical restaurant wait staff in the manner of compensation. Instead of paying a below minimum wage hourly rate and allowing our customers to tip, we pay a competitive hourly rate for every hour that you work. This gives you a stable income, and a great work environment.

As a team member in this position, your job may include a combination of the following:

- Hostess: seating and greeting
- Wait staff: taking orders and serving customers
- Bus person: cleaning up tables and running plates to the dish crew
- Dish crew: washing dishes, cleaning up the kitchen, and taking out trash



It is important to note that your customer will be as demanding, if not more so, than a typical restaurant customer. They may dine in your community three times a day and they may even ask your name three times. Be patient. This workbook will help you learn more about what your customers will need and expect from you.

Our expectation is that **everyone** enjoys the dining experience, and **every customer** leaves the dining room **happy and satisfied**.

You have completed the level one training—so let's get started and learn some more specific job skills...

Ten Commandments of Service

**I. ALWAYS BE
VISIBLE TO THE
CUSTOMER**

**II. UNDERSTAND
THE MENU; OFFER
SUGGESTIONS**

**III. BE CURTEOUS
AND RESPONSIVE
TO THE
CUSTOMER'S
NEEDS**

**IV. ENACT
SERVICE
RECOVERY TO
PLEASE THE
CUSTOMER**

**V. SERVE MEALS
COMPLETELY
WITH ALL
CONDIMENTS**

**VI. BE RESPONSIVE
TO ALL REQUESTS**

**VII. SERVE FOOD
ATTRACTIVELY
AND SAFELY**

**VIII. BE IN
CHARACTER TO
TAKE CARE OF
THE CUSTOMER**

**IX. SERVE ALL
FOOD AT THE
CORRECT
TEMPERATURE**

**X. KEEP THE
DINING ROOM
PICTURE PERFECT
AND CLEAN**

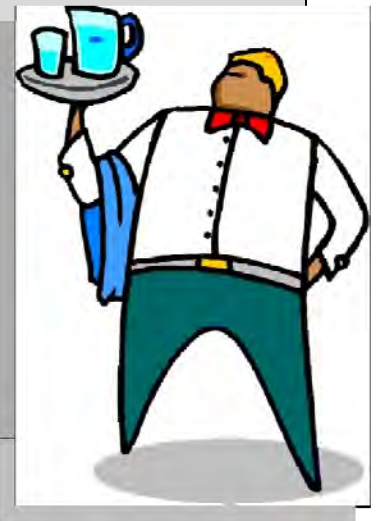
For dining service in a nursing homeall the principles of restaurant service apply. Your customers may need a little more assistance, but they deserve to have the same Dining Experience!

REFLECTION...

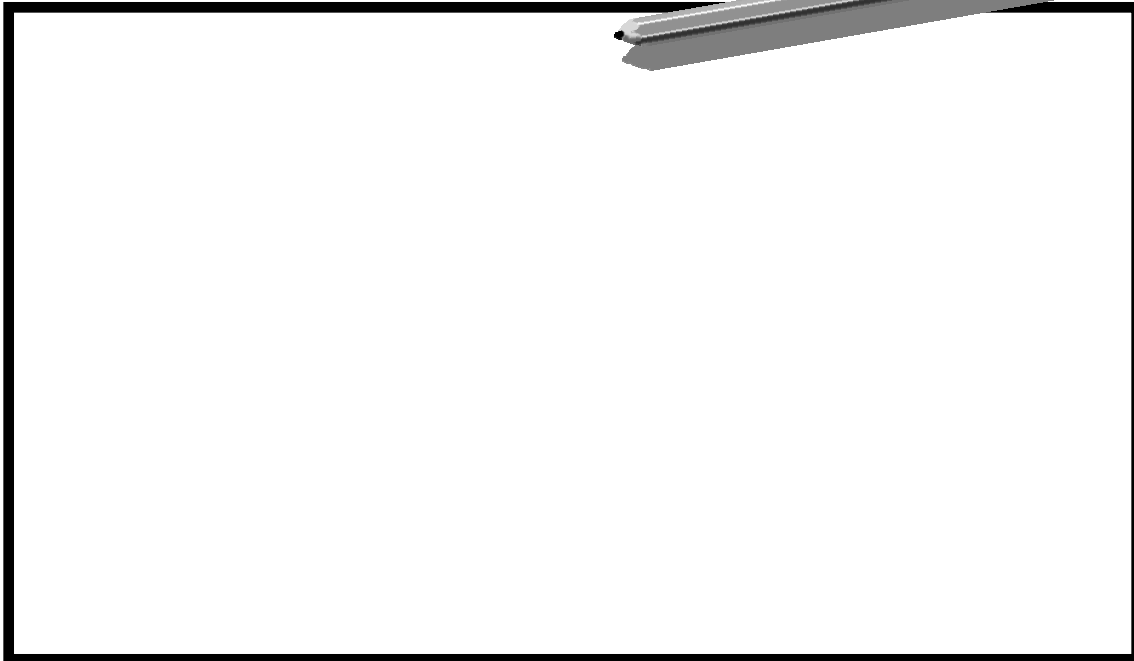
WHAT MAKES A WAIT STAFF GREAT?

A great wait staff:

- ◆ GREETES CUSTOMERS WITH A FRIENDLY WELCOME, AND A BIG SMILE
- ◆ TALKS WITH CUSTOMERS AS THEY ARE SEATED
- ◆ MAKES EYE CONTACT WHEN TALKING WITH CUSTOMERS
- ◆ REFERS TO THE CUSTOMERS BY NAME
- ◆ ACKNOWLEDGES THE WAITING CUSTOMERS IMMEDIATELY UPON THEIR ARRIVAL (EVEN WHEN BUSY)
- ◆ IS ABLE TO MAKE MENU RECOMMENDATIONS UPON CUSTOMER INQUIRY
- ◆ TRIES HARD TO MEET REASONABLE CUSTOMER REQUESTS
- ◆ ACKNOWLEDGES THE SPECIAL NEEDS OF CUSTOMERS
- ◆ DEMONSTRATES THE ABILITY TO CORRECTLY ANSWER COMMON QUESTIONS ASKED BY CUSTOMERS
- ◆ HANDLES CUSTOMERS' COMPLAINTS GRACIOUSLY AND POLITELY
- ◆ ASKS FOR FEEDBACK FROM DEPARTING CUSTOMERS
- ◆ WISHES A WARM GOOD NIGHT TO DEPARTING CUSTOMERS
- ◆ SHOWS ENTHUSIASM WHILE ON THE JOB



In the box below draw how a setting should look at your community's dining room.



The following topics should be understood prior to the meal; knowledge will better enable you to answer questions and to serve your customer.

It is Important to Understand the Menu so:

Listen, learn, and ask questions!!

The menu has been carefully planned by the Executive Chef, Dining Service Director, and Dining Room Manager. **How the food is served and presented is as important to the meal as the quality of the food.** Make it a memorable one by being informed. It's important that you understand the menu, basic facts about the meal, and how to present the meal to the customer. If a demonstration plate is used, take a few minutes to look at it and understand the meal.



MAITRE D' GREG PRESENTS DINING ROOM SKILLS YOUR RESPONSIBILITIES

THESE SIMPLE TIPS WILL MAKE EVERYONE'S MEAL PERFECT!

Pick up your orders
when they are done!
Get them to the
customer quickly!

SERVE HOT FOOD HOT &
COLD FOOD COLD



YUCK!
Melted icecream
is just as bad
as cold soup!



KNOW THE MENU

Save those wasted trips back to the kitchen. Ask the cook for a sample taste & what's in the recipe, prior to the start of the meal.

Some customers may have certain food allergies also...and some of these can be life-threatening!

So pay attention at the pre-meal meeting. You may not just save some time...but you'll make your job less stressful.



LOOK NEAT

Customers EXPECT you to look clean & be in uniform!



STAY IN SIGHT & CHECK BACK OFTEN

After serving the meal, stay in sight and check back often. Don't leave them waiting a long time just for something simple. It's the little things like mustard that can be overlooked!

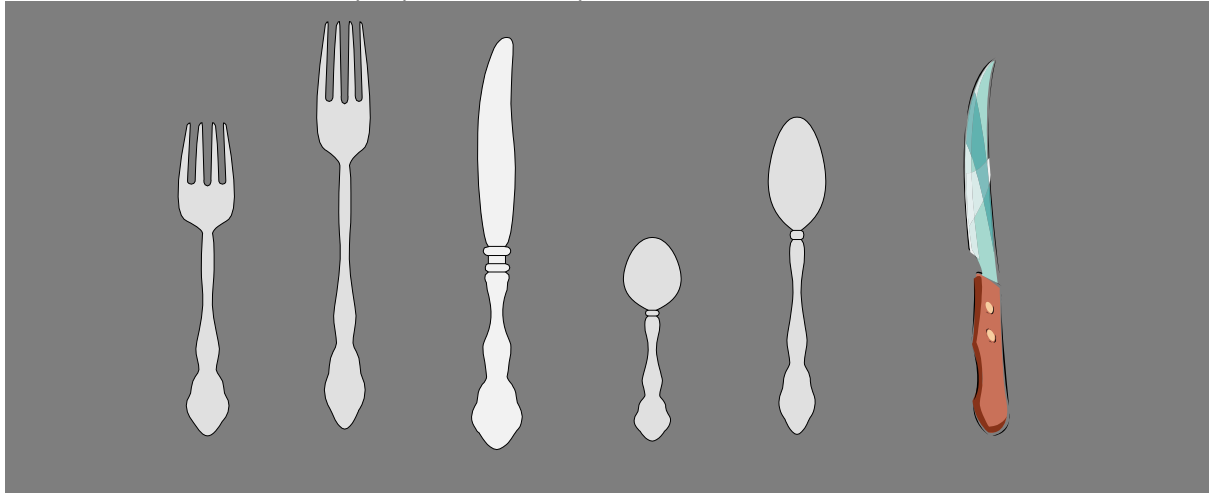


PROVIDE FAST & COURTEOUS SERVICE

Fast service ensures a good dining experience for the customer. Being prompt, courteous & responsive can keep customers cool, even when things are not going so smoothly.

IMAGES & TIPS FROM "MOST EXCELLENT SERVICE TRAINING VIDEO PART I"
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From left to right, identify which of the following images is a fork, salad fork, steak knife, soup spoon, tea spoon, or dinner knife?



- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____



GREAT SERVICE

BID FAREWELL

OFFER DESSERT

CLEAR THE TABLE

SERVE THE MEAL

TAKE THE ORDER

GREET YOUR CUSTOMERS

STEPS TO

Greet your customers!

Approach your first table

- Introduce yourself as their server *EVEN IF THEY KNOW YOU*
- Tell your guests which menu items are offered today; give them the menu folder to look at as you take their order; offer suggestions if requested
- Tell your guests the soup that is available today and ask if they would like some [know if you offer a bowl or cup]
- Offer bread or rolls and remember the butter or margarine, make sure they are fresh and warm

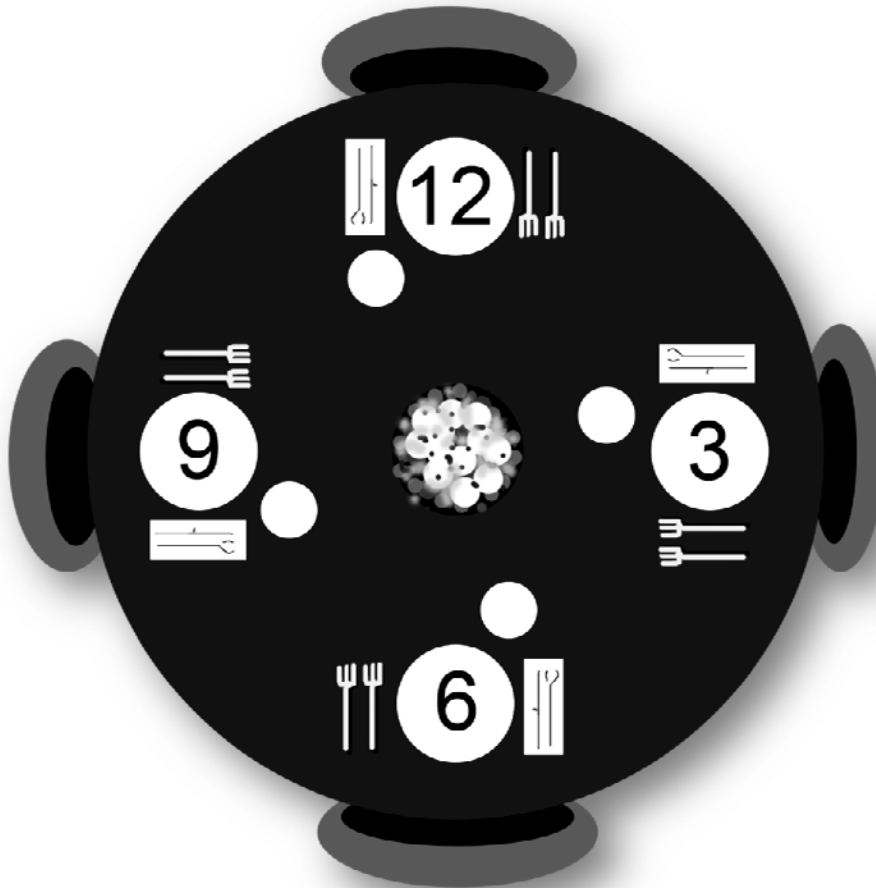
Remember---

- *All beverages should be served from the right*
- *All food should be served from the left*
- *Dishes should be cleared from the right*



Taking Orders

Pick a focus point for 12:00



When you are taking an order, it is helpful to use the concept of a clock as a reference to know where to start taking orders, and how to distribute the courses. Pick a reference point that will designate the 12:00 position such as a window, door, or picture. Start with the customer sitting in the 12:00 position, and take the order clockwise from that person until the entire order has been taken.

Where is the 12:00 reference for your dining room?

1 Moisten Hands With Warm Water...

2 Wash For 20 Seconds Using Lots Of Soap...

3 Be Sure To Wash In Between Your Fingers & Up To Your Forearms...

4 Rinse Hands Thoroughly... Dry Using A Clean, Dry Towel! Be Careful Not To Re-Contaminate Your Hands!!

How To Wash Your Hands

*Wash your hands every time you leave your station, begin working with different products or whenever you leave the kitchen!

Wash your hands 3 times per hour! Remember to wash your hands thoroughly each time you change your gloves!

*These also apply for when to change your gloves!

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CHAPTER 4: *CUSTOMER SERVICE*

*The impression you create can be a lasting one. Be sure your attitude and mannerisms show you at your best. Always display a positive attitude. **SMILE!** Leave your personal problems at home. We all have problems at home, but you can't do anything about them while you are at work. If you have work-related problems, discuss them with your supervisor.*



Good food and good customer service makes the difference. When something goes wrong—recover and take the opportunity to make it even better. Remember, it is your job to keep customers happy. *Correcting issues in a positive manner is the best way to ensure customer satisfaction.*

CHAPTER 5: FINAL EXAM



TIME TO GET OUT YOUR PENCIL



AND GET READY FOR THE EXAM.

PLEASE READ EACH QUESTION BELOW CAREFULLY

AND CHOOSE THE BEST RESPONSE.

YOUR TEST BEGINS NOW



Certificate of completion

This is to certify that

Has successfully completed

Waitstaff Training Level II

Date: _____

Awarded by: _____



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Health Care DINING SERVICES

A Workbook for
Employee Training

Level I

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