



A hotel manager is a person who holds a management position within a hotel, motel, or resort establishment. In most hotels, the title - hotel manager, may solely be referred to the General Manager of the hotel. Hotel management titles, duties, and functions vary by hotel size, function, and company/ownership. The objectives of this course are to make a person learn all the skills needed to outperform the duties and responsibilities of any type of hotel; participants, after attending this course, will be confident and would secure a leading position in well reputed organization.

## Targeted Audience

The course is open for all males/females who want to pursue their career in hospitality industry as managers. Persons having minimum intermediate and age limit 18-onwards are encouraged to apply

## Training contents

- Introduction for students
- Grooming checklist for students
- Hygiene and Grooming Checklist for Food Services Personnel
- Introduction to food service industry
- Personality traits for Food service Personnel
- Gears for service person
- Areas of work of server
- Introduction to service
- Types of restaurants
- Working in a party area-prep work
- Polishing glass and silverware
- Wiping plates and chinaware
- Lying out tables and chairs
- Table cloth and napkin folding
- Setting up table – basic setup
- Setting up a table- extended setup
- Setting up tables – Banquets
- Food service sequence
- Greeting and seating a guest
- Beverage service - Presenting menu and carrying a tray
- How to pick up and serve beverages
- Serving hot beverages

- Beverage knowledge
- Carrying and placing plates and platters; pre-platted service and clearance
- Platter to plate service – Silver service
- Cleanliness between the courses and other tasks
- Desert knowledge and service skills
- Introduction to starter/ appetizers
- Introduction to accompaniments and condiments
- Introduction to Pakistan cuisine
- Introduction to Chinese cuisine
- Order taking cuisine
- Suggestive selling
- Buffer service – setting up buffet
- Banquet service skills
- Room service – setting up tray
- Room service – setting up trolley
- Service in guest room
- Complaint Handling
- Telephone handling and reservation
- Supplies and store issue procedure

## Expected outcomes

After attending this course participants will be able to

- + Perform hotel management tasks and responsibilities with perfection
- + Deliver his/her services with efficiency
- + Guide other in the field of work