



**Department of Education
Region X - Northern Mindanao
DIVISION OF CAGAYAN DE ORO**

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Learning Activity Sheets in Food & Beverages Services



SHARED OPTIONS

Senior High Alternative Responsive Education Delivery

Competence. Dedication. Optimism

Preface

It has been elaborated in research and literature that the highest performing education systems are those that combine quality with equity. Quality education in the Department of Education (DepEd) is ensured by the learning standards in content and performance laid in the curriculum guide. Equity in education means that personal or social circumstances such as gender, ethnic origin or family background, are not obstacles to achieving educational potential and that inclusively, all individuals reach at least a basic minimum level of skills.

In these education systems, the vast majority of learners have the opportunity to attain high-level skills, regardless of their own personal and socio-economic circumstances. This corresponds to the aim of DepEd Cagayan de Oro City that no learner is left in the progression of learning. Through DepEd's flexible learning options (FLO), learners who have sought to continue their learning can still pursue in the Open High School Program (OHSP) or in the Alternative Learning System (ALS).

One of the most efficient educational strategies carried out by DepEd Cagayan de Oro City at the present is the investment in FLO all the way up to senior high school. Hence, Senior High School Alternative Responsive Education Delivery (SHARED) Options is

operationalized as a brainchild of the Schools Division Superintendent, Jonathan S. Dela Peña, PhD.

Two secondary schools, Bulua National High School and Lapasan National High School, and two government facilities, Bureau of Jail Management and Penology-Cagayan de Oro City Jail and Department of Health-Treatment and Rehabilitation Center-Cagayan de Oro City, are implementing the SHARED Options.

To keep up with the student-centeredness of the K to 12 Basic Education Curriculum, SHARED Options facilitators are adopting the tenets of Dynamic Learning Program (DLP) that encourages responsible and accountable learning.

This compilation of DLP learning activity sheets is an instrument to achieve quality and equity in educating our learners in the second wind. This is a green light for SHARED Options and the DLP learning activity sheets will continually improve over the years.

Ray Butch D. Mahinay, PhD
Jean S. Macasero, PhD

Acknowledgment

The operation of the Senior High School Alternative Responsive Education Delivery (SHARED) Options took off with confidence that learners with limited opportunities to senior high school education can still pursue and complete it. With a pool of competent, dedicated, and optimistic Dynamic Learning Program (DLP) writers, validators, and consultants, the SHARED Options is in full swing. Gratitude is due to the following:

- ❖ Schools Division Superintendent, Jonathan S. Dela Peña, PhD, Assistant Schools Division Superintendent Alicia E. Anghay, PhD, for authoring and buoying up this initiative to the fullest;
- ❖ CID Chief Lorebina C. Carrasco, and SGOD Chief Rosalio R. Vitorillo, for the consistent support to all activities in the SHARED Options;
- ❖ School principals and senior high school teachers from Bulua NHS, Lapasan NHS, Puerto NHS and Lumbia NHS, for the legwork that SHARED Options is always in vigor;
- ❖ Stakeholders who partnered in the launching and operation of SHARED Options, specifically to the Bureau of Jail Management and Penology-Cagayan de Oro City Jail and the Department of Health-Treatment and Rehabilitation Center-Cagayan de Oro City;

- ❖ Writers and validators of the DLP learning activity sheets, to which this compilation is heavily attributable to, for their expertise and time spent in the workshops;
- ❖ Alternative Learning System implementers, for the technical assistance given to the sessions; and
- ❖ To all who in one way or another have contributed to the undertakings of SHARED Options.

Mabuhay ang mga mag-aaral! Ito ay para sa kanila, para sa bayan!

Ray Butch D. Mahinay, PhD
Jean S. Macasero, PhD

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MONITORING OF ACCOMPLISHED LEARNING ACTIVITY SHEETS

ACTIVITY NUMBER	LEARNING ACTIVITY TITLE	DATE	SCORE	ITEM
1	Food Service Operations			5
2	Reservation Process			5
3	Telephone Ethics			5
4	Preparation of service equipment/utensils and supplies			5
5	Basic Types of Tableware			5
6	Station Mise-en-place			5
7	Different Napkin Folding Styles			5
8	Table Skirting Styles			5
9	Banquet Set-Up Styles			5
10	Sequence of Food Service			5
11	Welcoming and Greeting Guests Procedure			5
12	Procedure and rationale in seating the guests			5
13	Order Taking Procedures			5
14	Basic Menu Types			5
15	Tray and plate carrying techniques			5
16	Duties and responsibilities of food service team			5
17	Past and Current Trends in Food and Beverage			5
18	Suggestive Selling Techniques and Procedure			5
19	Food and Beverage Pairing Techniques			5
20	Techniques in Carrying plates and ashtrays			5
21	Handling Guests with Special Needs			5
22	Banquet Service			5
23	Food Safety Principles			5
24	Knowledge on different Wines and its services			5
25	Procedure in presenting and opening wines and Beverage Service			5
26	Managing Intoxicated Customers			5
27	Sequence of Room Service			5
28	Taking Room Service Order			5
29	Setting up Trays or Trolleys			5
30	Room Service Procedure			5
31	Presenting and Settling Room Service Account			5
32	Handling Customer Complaints			5

Name:

Date:

Score:

Subject

Lesson Title :FOOD SERVICE OPERATION

Learning Competency: Understand the nature of food service operation.

References:www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_operations.htm LAS No.: 1

CONCEPT NOTES

Food and Beverage Service Operations

- involve a multitude of activities which engage the staff
- purchasing raw material-The purchaser is responsible for purchasing a product& studies the market, analyzes,selects suppliers, wholesalers, &the contemporary market prices.
- keeping the inventory of material- comprises the total amount of finished goods and materials on hand and the process of counting them.
- maintaining service quality continuously -quality refers to the totality of features and characteristics of a product or a service that bear on its ability to satisfy needs of the customers.
- analyzing the business outcomes to decide future policies.-helps you understand how your business has performed .
- Managing buffets, banquets, &catered events-We need to consider the following factors like types of events,involvement of various persons, event requirement,decors, menu & serving equipment.



Exercises: In the space provided, write T if the statement is true and F if the statement is false.

_____ 1.Food and Beverage Service operationsinvolves a multitude of activities which engage the staff.

_____ 2.Quantityrefers to the totality of features and characteristics of a product

_____ 3.Analyzing the business outcomes to decide future policies.

_____ 4. Purchaserstudies the market, analyzes ,selects suppliers, wholesalers, and the contemporary market prices.

_____ 5.The respective managers supervisors need to consider the following factors like types of events, involvement of various persons, event requirement,decors, menu ,& serving equipment.

Name:	Date:	Score:
Subject		
Lesson Title: RESERVATION PROCESS		
Learning Competency: Identify reservation process		
References : https://notes.tyrocity.com/reservation-process-procedure/		LAS No.: 2

CONCEPT NOTES

RESERVATION is a complete process of booking that is conducted by to parties in one guest or customer. Traditionally maintained in book form. Diners need to call in restaurant during operational hours to make a reservation.



TABLE RESERVATION- an arrangement made in advance to have table available at a restaurant

RESTAURANT RESERVATION-an integral part of the operations at any fine dining restaurant.Often patrons plan their lunch and dinner engagement in several weeks or days ahead and make restaurant reservation in advance. Such advance reservation provides the restaurant management the ability to pin respect to;

1. Number of people expected at given service period.
2. Timing and indication of "rush hour "
3. Opportunity to recognize,divert and spread the "rush hour"
4. Allocation/distribution of tables, staff and food preparation
5. Smooth work flow during operations

In short, advance reservation provide an opportunity to avoid surprises to both consumers and the restaurant management and tool for effective management.

Exercises:Matching Type. Match column A with Column B. Write the letter on the space provided.

Column A	Column B
_____1. Reservation	A. Arrangement made in advance
_____2. Table reservation	B. complete process of booking
_____3. Restaurant Reservation	C. integral part of operations
_____4.Advance reservation	D. busiest hour
_____5. Rush hour	E. tool for effective management

Name:	Date:	Score:
Subject		
Lesson Title: Telephone Ethics		
Learning Competency: Take table reservations		
References : http://www.rediff.com/getahead/report/career-10-telephone-etiquette-tips-you-should-keep-in-mind/20160114.htm		LAS No.: 3

CONCEPT NOTES

Telephone Ethics

Telephone plays an important role in times of reservation on phone. Perfect telephone handling ensures efficiency of the reservation agent which at the same time upholds standard. Let us look at 10 tips that will help you communicate better over the phone:



1. **Greeting**-Telephonic conversation expects you to open the conversation with a nice greeting.
2. **Take permission and be polite**-A polite word or two always helps in bringing warmth into the conversation.
3. **Identify self and the organization**-Always introduce yourself before getting into any conversation.
4. **Clarity**-Do not use broken phrases. Always use a clear, & simple language.
5. **Purpose of the call**-Think through exactly what you plan to say and practice before you place the call. Jotting down the items you want to discuss.
6. **Know your timeline and keep it short.**
7. **Avoid fillers and keep it interesting**-Filler words -- like um and uh
8. **Smile through the phone**-Keep a 'smile in your voice.'
9. **Find some quiet place**-clearly without background noise.
10. **Summarise, paraphrase and close**-Always end the call with a pleasantry

EXERCISES. Fill in the blanks with appropriate word.

1. _____ plays an important role in times of reservation on phone.
2. Do not use _____ phrases.
3. Keep a _____ in your voice.
4. _____ through exactly what you plan to say.
5. Always end the call with a _____.

Name:	Date:	Score:
Subject		
Lesson Title: Preparation of Service Equipment/Utensils and Supplies		
Learning Competency: Discuss the nature of service equipment		
References :http://www.fcijammu.org/food/food/orders/F&B%20Service-Unit-2.pdf	LAS No.: 4	

CONCEPT NOTES

The **operating equipments** used in hotels / restaurants play an important role in attracting customers. The restaurant operating equipments include **service equipments, furnitures, fixtures and linen** all of which squarely reflects the standard and style of the restaurant.



The **atmosphere of a restaurant** is largely affected by the kind of furniture used. The furniture should be elegant to look at. Very often by using different materials, designs, finishes and by careful arrangement, one can change the atmosphere and appearance of the food service area to suit different occasions.


Service Equipments must be elegant, attractive service ware, colorful clean dishes, quality plates and glassware adds to the decor of a restaurant.

EXERCISES. Write T if the statement is True and write F if the statement is False.

1. Atmosphere of a restaurant is largely affected by the kind of furniture used.
2. Service equipments should be colourful, clean and attractive.
3. The restaurant operating equipments include service equipments, furnitures, fixtures and linen.
4. The equipments should be elegant to look at.
5. One can change the atmosphere by using different materials, designs and finishes.


Name:	Date:	Score:
Subject		
Lesson Title: Basic Types of Tableware		
Learning Competency: Familiarize Different Types of Tableware		
References :http://www.fcijammu.org/food/food/orders/F&B%20Service-Unit-2.pdf		LAS No.: 5

CONCEPT NOTES





Tableware includes the dishes, glassware, cutlery, and flatware eating utensils (knives, forks, and spoons) used to set a table for eating a meal. Tableware may be categorized as follows:

Glassware refers to glass and drinkware items besides tableware, such as dishes, cutlery and flatware, used to set a table for eating a meal. The term usually refers to the drinking vessels. Well-designed glassware combines elegance, strength, and stability, and should be fine and smooth rimmed and of clear glass. The raw material used in making glassware is sand, soda, and lime.



Chinaware is a term used for crockery, whether bone china (expensive and fine), earthenware (opaque and cheaper), or vitrified (metalized). Chinaware is made of silica, soda ash, and china clay, glazed to give a fine finish.





Flatware/Cutlery- Flatware is the term used for those tools in dining that help to cut, mix, and hold food in sizes and portions that are easy to eat. Flatware denotes all forms of spoon, fork, and knife.

- EXERCISES.** Based on the picture given above, draw the following tablewares.
- Glassware
 - Chinaware /Crockery
 - Flatware
 - fork
 - spoon
 - knife

Name:	Date:	Score:
Subject		
Lesson Title :Station Mis-en-Place		
Learning Competency: Define mis-en-place		
References :Food and Beverage Service & Customer Relation by: Roldan,Edica& Santos		LAS No.: 6

CONCEPT NOTES



MISE EN PLACE (MEEZ ahnplahs) is a French term that means " everything in place ". In the food and beverage service operations, it represents the basic preparations before the set up and the service of food and drinks, including;

- Gathering and assembling all needed service equipment and supplies
- Set up of service station
- Cleaning ,polishing chinawares, glasswares, flatwares, hollowares

A. Pick Up & Cleaning of Equipment and Supplies

1. Have a list of items to be picked up and to be installed at the service station to make sure nothing is left out.
2. Bring the requested item in trolley or bus pan.
3. Check the damages and remove from service.

Damage one should be recorded in the breakages and losses report.

B. Wiping and Polishing Service Wares

1. Prepare clean and dry wiping cloths.
2. Dry cutleries, chinaware's, using clean dry cloth.



C. Prepare Service Station and Stocking of sideboard

To expedite the flow of service, it is advisable to install a service cabinet or sideboard in the restaurant. The shelves must be covered to prevent dust and dirt to get into the dinnerware's. Items placed must be checked daily for cleanliness and condition.

Exercises: Write down the activities in the food and beverage operations.

Mis-en-place in Food and Beverage Operation

1.
2.
3.
4.
5.

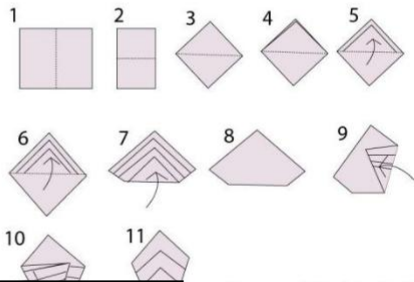
Name:	Date:	Score:
Subject		
Lesson Title :Different Napkin Folding Styles		
Learning Competency: Fold properly and laid cloth napkins on the table appropriately according to napkins folding style		
References :Cool Ways To Fold Napkins Wedding Tips and Inspiration https://priyooktaviano.com/cool-ways-to-fold-napkins.html		LAS No.: 7

CONCEPT NOTES

TABLE NAPKIN FOLDING

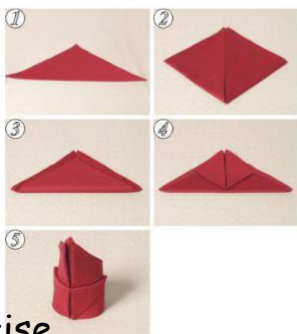
Linen napkins or paper serviettesare commonly used in food outlets. Remember that napkins cost money, so they should be handled and treated with this in mind. There are a number of different napkin folds commonly found .Below are examples of different napkin fold and how it is being folded step by step.

1. DiamondNapkin Fold

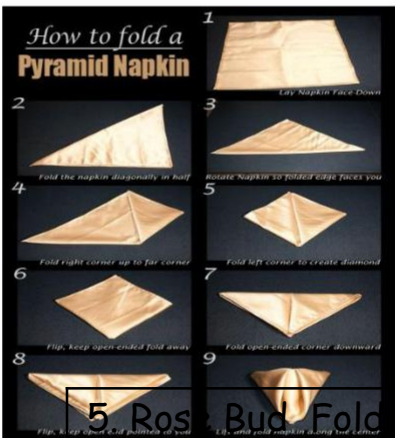


Diamond Napkin Fold

3. Bishop Hat Fold



2. Pyramid Napkin Fold



4. Fancy Pouch Fold



5. Rose Bud Fold



Exercise

Draw the final output of different napkin folding.

1. Diamond
2. Pyramid
3. Bishop Hat
4. Fancy Pouch Fold
5. Rose Bud Fold

Name:	Date:	Score:
Subject		
Lesson Title :Table Skirting Styles		
Learning Competency: Familiarize Different Types of Table Skirting		
References: What Is Table Skirting? Hunker https://www.hunker.com/13411962/what-is-table-skirting	LAS No.: 8	

CONCEPT NOTES

Table skirtingis a decorative way to hide table legs and clutter in a home or during a special event. By concealing what is underneath the table, they offer a simple storage solution.

Types of Table Skirting

The two most common types of table skirts are pleated and shirred. They come in a variety of sizes, colors and fabric choices.

Considerations

Embellish a table skirt with details such as trims, borders and embroidery to add to its decorative impact.Below are examples of table skirting styles.

Shirred



Diamond



Pleated



Exercise: Draw your own table skirting style using your creativity .

Name:	Date:	Score:
Subject		
Lesson Title :Banquet Set Up Styles		
Learning Competency: identify the different banquet styles and its description		
References: TYPES OF BANQUET SETUPS - Shamitav Jana - Medium https://medium.com/@lpssurattlt/types-of-banquet-setups-e189f9260730		LAS No.: 9

CONCEPT NOTES

TYPES OF BANQUET SETUPS

Banquet style is the most common setup for events serving meals.

The different types of banquet style setups are:

1. **THEATER STYLE**-ideal for lectures, presentations, and group meetings of any size.It consists of chairs in rows facing a panel table or podium at the front of the room



2. **CLASSROOM STYLE**-ideal for teaching events, testing, or other meetings where participants will be writing.



3. **BOARDROOM STYLE**:

use for formal meeting, the standardis using long tables and use two half-moon tablesat the edge.



4. **U-SHAPE STYLE**:



Similar to conference room style, a U-shape setup will help facilitate discussion with participants facing each other, but with one end up.

5. **ROUND TABLE STYLE**- for informal meeting

You can use 150 centimeters or 180 centimeters diameter Roundtable depend on the participant.



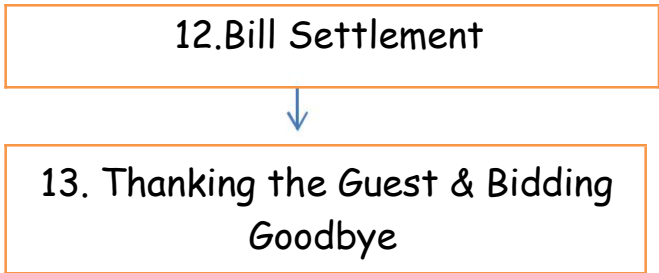
EXERCISE.Essay.

Among the different banquet set up style mentioned above; What banquet style do you prefer and why ? State your reasons.

Name:	Date:	Score:
Subject		
Lesson Title :Sequence of Food Service		
Learning Competency: Identify the sequence of food service		
References: Food and Beverage Service& Customer Relation by Roldan, Edica& Santos		LAS No.: 10

CONCEPT NOTES

Sequence of Food Service



Exercise. Arrange the sequence of food service by marking them with respective numbers.

Taking Food & Beverage Orders

Seating the guest

Presenting the menu

Suggestive Selling

Repeating the Order

Welcoming Guest

Name:	Date:	Score:
Subject		
Lesson Title :Welcoming and Greeting guest		
Learning Competency: Welcome and greet guest		
References: How to Welcome or Greet and Seat Guest (Only Guide you should Read) https://www.hospitality-school.com/how-welcome-greet-seat-guest/	LAS No.: 11	

CONCEPT NOTES

Welcoming and Greeting Guests Procedure

➤ To make guest feel welcome and important whenever any guest it is the responsibility of the service staff to approach and meet the guest with a smile and maintain eye contact with proper body posture , greet the guest accordingly at the door by saying " Good morning Ma'am/ Sir", Good afternoon Ma'am/ Sir , or Good evening Ma'am / Sir

➤ In fine dining the, guest are generally welcomed by host or hostess or may be even by the owner but in normal cases a server or waiter or waitress maybe the first person who acknowledge and welcome guest.Details of reservations are checked based on established standard

Exercise.

Answer the following statement with a happy smiley orsad smiley if you agree or disagree with the statement.

Statement	😊 or 😞
1. Greet the guest with smile.	
2. State the time of the day.	
3. Let the guest feel welcome and important.	
4. Maintain eye contact with proper body posture.	
5. Be arrogant to the guest. Do not greet them.	

Name:	Date:	Score:
Subject		
Lesson Title: PROCEDURE AND RATIONALE IN SEATING THE GUESTS		
Learning Competency: Seat the Guest		
References:How to Welcome or Greet and Seat Guest (Only Guide you should Read) https://www.hospitality-school.com/how-welcome-greet-seat-guest/	LAS No.: 12	

CONCEPT NOTES

PROCEDURE AND RATIONALE IN SEATING THE GUESTS

LEAD GUEST TO THE TABLE

- ❖ Maintain eye contact throughout, keep smiling and escort the guest to the table by saying " This way please Sir/ Ma'am"
- ❖ Show the way by walking infront of the guest.
- ❖ Do not walk too fast. Maintain very small distant, not more than one meter away from the guest and look back at the guest rapidly.
- ❖ While you reach the table, say " Will this table be alright for you Sir/ Madam"

HELP THE GUEST WHILE SEATING

- ❖ In courteous manner pull the chair out so that there would be just enough space for the guest to enter.
- ❖ Lady guest should be seated first with the best view of the restaurant, then the gentleman
- ❖ While helping the lady guest to be seated,stand behind the chair and push
- ❖ With two hands on the chair shoulder and keep the right toe at the base of the chair so that the guest can seat comfortably.
- ❖ Help the kid to get into pull high chairs.

EXERCISE.

Answer the following statement,if you agree write True,if you disagree write False on the space provided.

Statement	True or False
1. Lady Guest should be seated first.	
2. Maintain eye to eye contact with the guest.	
3. Show the way by walking infront of the guest.	
4.Help the kid to get into pull high chairs.	
5.While you reach the table, say " Will this table be alright for you Sir/ Madam?	

Name:	Date:	Score:
Subject		
Lesson Title :ORDER TAKING PROCEDURE		
Learning Competency: Present menu to customers, take orders completely.		
References:How to Welcome or Greet and Seat Guest (Only Guide you should Read) https://www.hospitality-school.com/how-welcome-greet-seat-guest/	LAS No.:13	

CONCEPT NOTES

ORDER TAKING PROCEDURES

Guidelines for taking the order

- When all the guests are seated, and the menus have been distributed, your next task is to inform the customers of the Specials of the day.
 - Be aware of signs given by the guests that they are ready to order. This could be guests looking around for attention, guests who have closed their menus or guests looking anxious.
 - Ensure all orders are recorded accurately and legibly. Using the appropriate terminology and abbreviations .
 - Orders should be taken with minimal disruption and interruption to guests. There needs to be sensitivity in how the table and the customers are approached so that they don't feel they are being pressured or their private conversations are being listened to.



- EXERCISE.TRUE OR FALSE: Write TRUE if the statement is correct and FALSE if the statement is not correct.

 - When all the guests are seated, and the menus have been distributed, your next task is to inform the customers of the Specials of the day.
 - In taking guest order ,make sure you speak clearly, confidently and audibly.
 - Ensure all orders are recorded accurately and legibly
 - Be aware of signs given by the guests that they are ready to order.
 - Orders should be taken with minimal disruption and interruption to guests.

Name:	Date:	Score:
Subject		
Lesson Title :Basic Menu Types		
Learning Competency: Identify the different types of menu		
References https://www.hospitality-school.com/types-menus-restaurant/	LAS No.:14	

CONCEPT NOTES

Basic Menu Types

In a restaurant, a menu is a presentation of food and beverage offerings. The word "menu," like much of the terminology of cuisine, is French in origin. It ultimately derives from Latin "minutus," something made small; in French it came to be applied to a detailed list or résumé of any kind. There are different types of menu available in food and beverage outlets in open market or in high class hotels.



TYPES OF MENU

A' la Carté:
This is a French word and means "According to the Card or Customer's Order" It's a list of all the dishes available in a particular restaurant. In this menu, the guests may select separately to compile his or her menu and is required to pay only for the food or beverage items ordered.

Table d' Hôte:
This is a French word and means "Table of the Host" In this, the meal is provided at a fixed price and the customer has to pay for the complete meal no matter him/her consuming the whole meal or not. A limited choice may be given to the customer for each course or between courses.

Special characteristic features are:

- Extensive choice in food and beverages within each course and in categories.
- Each dish is priced separately
- Dishes are cooked as per the order.
- Each dish ordered has a waiting time.
- Customers are billed as per their order.



Name:	Date:	Score:
Subject		
Lesson Title :Basic Menu Types		
Learning Competency: Identify the different types of menu		
References https://www.hospitality-school.com/types-menus-restaurant/	LAS No.:14	

- Every dish has a short description underneath to explain the dish.

EXERCISE. Multiple Choice - Choose the correct letter that best describes the statement. Write your answer in capital letter on your answer sheet.

1. It is ultimately derived from latin word " minutos " or " resume", which means a list of presentation of food and beverage products.

A. Point of Sales B. Purchase Order C. Menu D. Inventory Slip

2. Type of menu which means " According to the Card or Customer Order ".

A .A' la Carte B. Table d Hote C. Purchase Order slip D.Pointof sales

3. Special characteristics features of " Table d Hote menu " EXCEPT

- A. Set price for all courses
B. Set number appropriate
C. Food prepared before and available at set time
D. Each dish is priced separately

4 .This is a French word and means "Table of the Host"

A. A'la Carte B. Menu C. Table d Hote D. Combi Meals

5. Special characteristics features of " Ala Carte menu " EXCEPT

- A. Dishes are cooked as per order B.
Customers are billed as per order C.
Each ordered has a waiting time D.
Set number

Name:	Date:	Score:
Subject		
Lesson Title :Tray and plate carrying techniques		
Learning Competency: Carry out plates and trays safely		
References:The best ways to carry serving plates like a PRO https://blog.sfceurope.com/the-best-ways-to-carry-serving-plates-like-a-pro	LAS No.:15	

CONCEPT NOTES



TRAY AND PLATE CARRYING TECHNIQUES

For the two plate method:

- Flatten your three fingers (excluding the little finger),
these fingers will go beneath the plate and will be used to keep it balanced.
- Your little finger will then be held directly beneath the rim, this gives you extra stability as you walk. Finally the thumb is used on the upper side of the rim to make the plate secure.
- Don't let your thumb touch the food.

How to carry plates on trays

- Hold the tray underneath with the palm of your hand. Your hand should be at the center of the tray and hold it up just over your shoulder.
- When carrying the tray, keep your face forward and if you need to talk to someone, turn your body around so you're not talking over the food. Also, make sure your hair is tied back.
- Keep your back straight and lower your knees to put your tray down, this helps protect your back and keep plates from slipping.
- Then serve the plates.

EXERCISE. Write down the techniques on how to carry plates and tray.

Plates	Trays

Name:	Date:	Score:
Subject		
Lesson Title : Duties and responsibilities of food service team		
Learning Competency : Enumerate the different responsibilities in a food service team		
References : https://www.myplan.com/careers/waiters-and-waitresses/description-35-3031.00.html	LAS No.: 16	

CONCEPT NOTES

Duties And Responsibilities Of Food Service Team

- Captain Waiter- to ensure diners are receiving high-quality service. The day-to-day duties range from training all levels of servers, overseeing the proper order and flow of dishes, informing staff about specials and food that is sold out, and keeping the dining areas clean and organized.
- *Waiters and Waitresses.* Take orders and serve food and beverages to patrons at tables in dining establishment. Check with customers to ensure that they are enjoying their meals and take action to correct any problems. Communicate with customers to resolve complaints or ensure satisfaction.
- *Receptionist*-Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries
- *Bartenders* -responsible to prepare & serve drinks to customers should maintain positive guest interactions while accurately mixing and serving beverages to guests and servers in a friendly and efficient manner.
- Busboys clear and reset tables for restaurant customers. They prepare place settings, restock napkins, straws, and other items, and clean up after guests have finished their meals.
-

EXERCISE. Enumerate the different function of food service team

Food Service Team	Function
1. Captain Waiter	
2. Waiters & Waitress	
3. Receptionist	
4. Bartender	
5. Busboy	

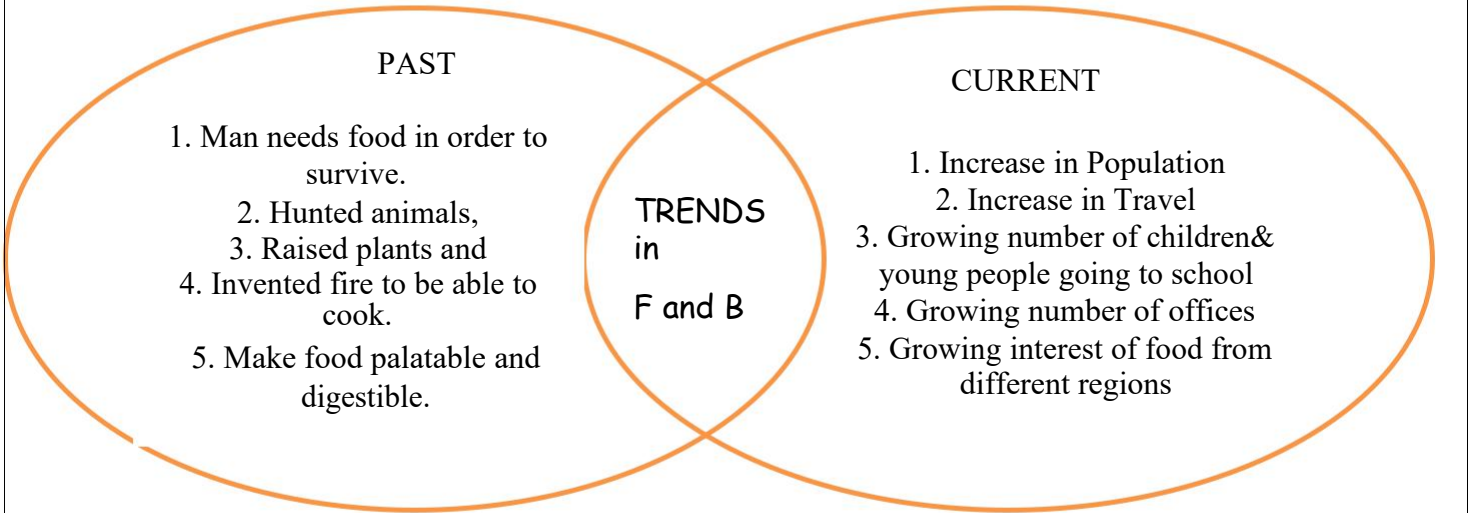
Name:	Date:	Score:
Subject		
Lesson Title : Past and Current Trends in Food and Beverage		
Learning Competency : Identify the past and current trends of F& B		
References : Food & Beverage Services by Leonora Basbas		LAS No.: 17

CONCEPT NOTES

Past and Current Trends in Food and Beverage

In the past, food trends used to change slowly, giving us the opportunity to spend time making well-informed decisions. Today, however, changes in trends happen rapidly, which has forced those of us in the hospitality industry to become more diligent and observant.

Changes may lead to a shift in the demand for a product or perhaps present new opportunities, and capitalizing on these new opportunities by keeping on top of consumer trends will ultimately lead to success.



EXERCISE. Compare Past and Current Trend of Food and Beverage.

Past	Current
1.	4.
2.	5.
3.	

Name:	Date:	Score:
Subject		
Lesson Title : Suggestive Selling Techniques and Procedure		
Learning Competency : define suggestive selling and give tips on how to give suggestive selling phrases		
References : https://www.investopedia.com/terms/s/suggestive-selling.asp		LAS No.: 18



CONCEPT NOTES

SUGGESTIVE SELLING

Suggestive selling-also known as add on selling or upselling-is a retail sales technique where an employee merely prompts the customer if they'dlike to include an additional purchase or recommends a product upgrade for a fraction more of the original price.

- Goal is to slightly increase the total purchase amount for a sweep of customers. This requires marginal effort but has the potential to dramatically increase profits.

Waiter should come with smile and friendly approach to guest. Positive attitude will help to achieve your goal to increase sales volume of your restaurant, and guests will be less likely rude when rejecting a suggestive selling.

Examples Of Mouthwatering Description Of Dishes

Mouthwatering description means flavorful, succulent, gorgeous, delicious food which gets you salivating.

"We have an excellent dry white wine that has won several recent awards, and it will complement that fish nicely. Can I interest you in a bottle?"

Would you like a slice of our homemade chocolate layer cake layered with a rich dark chocolate ganache and strawberry filling ..?

Some phrases and expressions that can be used with suggestive selling in restaurants ;

I can recommend today's special ____.

Allow me to recommend _____. You will certainly like it. It is delicious.

Have you tried our _____? It is juicy and delicious.

EXERCISE.Make your own suggestive selling phrases for customer.

1.	4.
2.	5.
3.	

Name:	Date:	Score:
Subject		
Lesson Title : FOOD AND BEVERAGE PAIRING TECHNIQUES		
Learning Competency : Recommend standard food and beverage pairings		
References : www.asean.org		LAS No.: 19

CONCEPT NOTE

Food and Beverage Pairing Techniques

There may be times when you are asked to recommend a wine to go with a meal. Some basic suggestion include

- You should also be sufficiently familiar with the wines on the drink list to make intelligent recommendations to compliment the food.
- It is very useful to have winery representatives do a tasting of all wines on the wine list with staff, and to develop a written list (kept on display for staff behind the bar) of what wines to recommend with what menu items.
- When complementing food with wine, try to select wines that will harmonize well with the dishes and their ingredients.
- General guidelines are:

White wine with fish, chicken,

Red wine with dark meat,

Delicate wines with delicate food

Full-bodied wines with full-bodied food,

Sweet wines with sweet food

Sparkling wine can generally go with anything and with any course.



- EXERCISE. Answer the following.Fill in the blanks.
1. Red Wine goes with _____ meat.
 2. White Wine goes with white meat like fish and _____.
 3. Sweet Wine with sweet _____.
 4. Try to select wines that will _____well with the dishes and their ingredients.
 5. You should also be _____familiar with the wines on the drink list.

Name:	Date:	Score:
Subject		
Lesson Title : Techniques in Carrying plates and trays		
Learning Competency : familiarize the techniques in carrying plates and trays		
References : www.asean.org	LAS No.: 20	

CONCEPT NOTE

Techniques In Carrying Plates And Trays

Carrying Plates To A Table

Commonly, plates may be carried in the hands using various plate carrying techniques .Alternatively, plates may be loaded onto rectangular food trays which are carried to the waiter's station where they are either unloaded into the hot box or delivered straight to the table.All items should be carried in such as way that prevents contamination by making sure:

- You don't put your fingers on to food
- You don't place your fingers around the top of glasses
- Long hair is appropriately tied back or controlled



Carrying The Drinks Tray

The right hand can assist in balancing the tray, especially when walking to the table, or when waiting for someone to move past you where there is the potential for them to knock either you or the tray.

Try to keep the tray at waist level and close to your body. This will help to avoid knocking into passing traffic and optimises your control over the tray. Even though carrying the drinks tray high above the head with one hand looks quite spectacular, this method is not recommended as the risk of disaster is quite high.When carrying a tray, always look where you are going, not at the tray.

EXERCISE. Write letter T if the statement True and F if statement is False before the number.

- _____1. Plates may be loaded onto rectangular food trays which are carried to the waiter's station.
- _____2. Try to keep the tray at waist level and close to your body.
- _____3. The right hand can assist in balancing the tray, especially when walking to the table.
- _____4. When carrying a tray, always look where you are going, not at the tray.
- _____5. Put your fingers on to the food.


Name:	Date:	Score:
Subject		
Lesson Title : Handling Guests with Special Needs		
Learning Competency : Attend to guest with special needs		
References : www.asean.org		LAS No.: 21

CONCEPT NOTE

Handling Special needs of customers

Anticipating guest needs and assisting guest in fulfilling their special needs the prime jobs of an hotelier. Though all guest should be attained with highest possible service, however there are some special guest who are treated with extra attention and care due to having some special requirements;

- Aged or elderly guest
- Infant and young children
- Disabled Guest or handicapped guest(blind, deaf or wheelchair depended)
- Non native guest or foreign language speaking guests
- Guest who have health issue



Don't wait to be asked if you think there is a special need. Get proactive and offer:

- Alternative easy access to their table because of a disability
- A high chair for infants
- Warming of a bottle for babies
- Appropriate food for those with special dietary needs as indicated in the reservations book
- Privacy for romantic couples, and business people - to the best extent possible given other bookings
- Room on a table to spread out where business looks as if it is going to be conducted
- A table near the door for someone with a walking stick.

EXERCISE.Fill in the table with appropriate answer.

List of Guest having Special Needs	What to Offer on Guest with Special Needs
1.	1.
2.	2.
3.	3.

Name:	Date:	Score:
Subject		
Lesson Title : BANQUET OR CATERING SERVICE		
Learning Competency : Define banquet service & identify types of banquet service & its description		
References : Food & Beverage Service & Customer Relation by Roldan & et al and https://www.ehow.com/list_7322948_types-banquet-service.html		LAS No.: 22

CONCEPT NOTE

Banquet or Catering Service

It is most lucrative business in the hospitality industry. "Banquet" refers to any event that takes place in a function area of hotel or food establishment. "Catering" also pertains to services for an event but in a venue chosen by client. It caters to various types of functions such as Weddings, social events like parties, debuts, anniversaries, Conventions, conferences, meetings, seminars, Trade exhibits and other events

In addition to deciding what foods and beverages the attendees of your banquet will eat and drink, you must also decide how they will receive that food.

Sit-down Service

With sit-down service, your banquet guests receive their food at their seats. Typically, you offer a choice of entrees, such as a beef, chicken, fish or vegetarian dinner and have attendees make selections ahead of time.

Buffet Service

A long line of hot and cold foods placed along one or more tables is the main characteristic of buffet service. Guests form one or two lines and walk alongside the buffet table, choosing what food they wish to eat.

Station Service

A modified form of buffet service At a station service banquet, small tables are set up around the banquet room. Station features a different kind of food & is typically staffed by a banquet server who keeps the food replenished

EXERCISE. Answer the following and fill in the blanks with appropriate answer.

- _____ 1. Banquet guests receive their food at their seats.
- _____ 2. A long line of hot and cold foods placed along one or more tables.
- _____ 3. Refers to any event that takes place in a function area of hotel.
- _____ 4. Pertains to services for an event but in a venue chosen by client.
- _____ 5. It is most lucrative business in the hospitality industry.

Name:	Date:	Score:
Subject		
Lesson Title : Food Safety Principles		
Learning Competency : Handle food based on food safety principles.		
References : Food safety - Wikipedia https://en.wikipedia.org/wiki/Food_safety		LAS No.: 23

CONCEPT NOTE

FOOD SAFETY PRINCIPLES

Food safety is a scientific discipline describing handling, preparation, and storage of food in ways that prevent food-borne illness. The occurrence of two or more cases of a similar illnesses resulting from the ingestion of a common food is known as a food-borne disease outbreak.

Food can transmit pathogens which can result in the illness or death of the person or other animals. The main mediums are bacteria, viruses, mold, and fungus. It can also serve as a growth and reproductive medium for pathogens.

- 5 key principles of food hygiene, according to World Health Organization (WHO)
 - Prevent contaminating food with pathogens spreading from people, pets, & pests.
 - Separate raw and cooked foods to prevent contaminating the cooked foods.
 - Cook foods for the appropriate length of time & the appropriate temperature to kill pathogens.
 - Store food at the proper temperature.
 - Use safe water and safe raw materials.



EXERCISE. Answer the following and fill in the blanks with appropriate answer.

- Food safety is a scientific discipline describing____, _____, and _____of food in ways that prevent food-borne illness.
- Food can transmit pathogens which can result in the _____or _____ of the person or other animals.
- Cook foods for the _____ length of time & the appropriate _____ to kill pathogens.

Name:	Date:	Score:
Subject		
Lesson Title: KNOWLEDGE ON DIFFERENT WINES AND ITS SERVICES		
Learning Competency : Demonstrate on how to present wine		
References :	LAS No.: 24	
Basics In Wine Knowledge And Wine Service Training https://www.linkedin.com/pulse/basics-wine-knowledge-service-training-massimo-gavina		

CONCEPT NOTE

BASIC WINE KNOWLEDGE & SERVICE

Wine is essentially a healthy beverage when consumed within reason and an important supplement in food and energy to the body.



Wines are basically classified into 4 categories:

Still Red, White or Rose Wines (up to 15% Alcohol)

Sparkling Wines (up to 14% Alcohol)

Fortified wines (16% to 21% Alcohol)

Aromatized wines (18% to 20% Alcohol)

SERVING WINES

- Ensure wine glasses are clean (chilled white wine glass for white wine) and position lower side of the water goblet following a diagonal line.
- Present wine with a clean cloth napkin held underneath the bottle, with the label facing upward so that it is readily see. The server should announce the size of the bottle, the variety, the vineyard and the vintage of the wine.
- Uncorking should always be done at the table & within the view of all the guests.
- Carefully twist the corkscrew well into the center of the cork
- Wipe the neck and the inside mouth of the bottle with a clean service cloth.
- Ensure that there are no cork sediments inside the bottle.
- Follow the proper pouring procedure.
- Pour about ($\frac{1}{4}$ red wine/ $\frac{1}{8}$ white wine) into the host's glass for tasting.

EXERCISE. Fill in the blanks.

- 1.Ensure that wine glasses are _____.
2. Present wine with a clean _____ held underneath the bottle.
3. _____ is essentially a healthy beverage when consumed within reason.
4. Carefully_____ the corkscrew well into the center of the cork.
5. Follow the _____ pouring procedure.

Name:	Date:	Score:
Subject		
Lesson Title: Procedure In Presenting And Opening Wines And Beverage Service		
Learning Competency : Demonstrate on how to present and open wines		
References :	LAS No.: 25	
Basics In Wine Knowledge And Wine Service Training https://www.linkedin.com/pulse/basics-wine-knowledge-service-training-massimo-gavina		

CONCEPT NOTE

PROCEDURE IN PRESENTING AND OPENING WINES AND BEVERAGE SERVICE

➤ The showmanship in handling and serving wine is an important part of service. Opening wines requires skills and practice and a staff should not be seen struggling with the stopper at the guests' table as this can cause embarrassment and unpleasantness with the guests.



Red/Rose or White Wine Service:

- Set the table with wine glasses next to water goblet with a round tray.
- Glasses must be well polished If both red and white wine are ordered, place glasses in a descending line
- A Red wine bottle is held with the left hand with cloth napkin tied around the neck, the label facing the guests and right hand carrying the side plate with doily paper
- White wine, rose wine and sparkling wine are carried in a wine cooler with ice and water and a cloth napkin folded in a long rectangle and placed over the top of the cooler and with a side-plate with doily paper
- Do not shake the bottle in front of guests view as guests might not like the sediments below to interfere with the drinking pleasure and also gives an unprofessional impression
- Present the wine with the label facing up and repeat the label as a form of affirmation. Wait until he replies or nods affirmatively.
- Cut the foil cleanly below the neck of the bottle and remove it

Name:	Date:	Score:
Subject		
Lesson Title: Procedure In Presenting And Opening Wines And Beverage Service		
Learning Competency : Demonstrate on how to present and open wines		
References : Basics In Wine Knowledge And Wine Service Training https://www.linkedin.com/pulse/basics-wine-knowledge-service-training-massimo-gavina	LAS No.: 25	

- Insert the worm of the corkscrew at the center of the cork and straighten it with one turn, turn the worms of the corkscrew until only one notch of the worm is left outside the stopper.
- Holding the corkscrew in position with your right hand, lift the corkscrew straight up until the stopper is $\frac{3}{4}$ out of the bottle. Do not bend the cork
- Release the lever and pull the stopper out subtly without any sound
- Reverse the turning motion to remove the stopper form the corkscrew
- Present the stopper on the side-plate for inspection by the host. Possible signs of problems are corkiness, browning or sourness from inappropriate storing and may require you to change to another bottle
- Wipe the mouth of the bottle with the napkin
- Pour tasting portion (50ml) for host to sample
- Proceed with serving the other guests and lastly the host. Note pouring is $\frac{1}{2}$ glass for white and $\frac{3}{4}$ for red
- Return bottle to wine cooler for white or place the red wine with the napkin intact around the neck on the table. Remember to top up periodically.

EXERCISE. Briefly write the steps on how to present & open wines in front of the guest.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

Name:	Date:	Score:
Subject		
Lesson Title: Managing Intoxicated		
Customers Learning Competency :		
Discuss ways on how to managed intoxicated customers		
References :		LAS No.: 26
www.asean.org		

CONCEPT NOTE

Managing Intoxicated Customers

- When it is determined that a person is intoxicated, it is wise for staff to provide assistance where applicable. Just because someone is intoxicated does not mean they need to leave the premises. It is important to remember that each situation must be handled in a professional and discrete manner.

Types of Assistance

- Talk to the customer or their friend
- Briefly explain your responsibilities
- Promoting non-alcoholic drinks - like tea, coffee
- Offer food-like soup
- Offering low-alcoholic beverages
- Offer water
- Slowing down service
- Advise other staff



EXERCISE. Answer the following questions.

1. How do you handle important situation when dealing with intoxicated person? Why do you think it is important to handle it properly?_____

2. What are different types of assistance can you provide, to allow someone to stay and enjoy the venue?_____

Name:	Date:	Score:
Subject		
Lesson Title: Sequence of Room Service		
Learning Competency : Familiarize the sequence of room service		
References : https://annastasyaindah.wordpress.com/2015/06/10/halo-dunia/	LAS No.: 27	

CONCEPT NOTE

Sequence of Room Service



ROOM SERVICE

The provision of food and beverage service in a guest room or suite;

Other names - In-room dining, in-suite dining

Sequence of Room Service

1. Order taking
2. Suggestive selling & up selling
3. Order distribution
4.Prepare for room Service
5. Prepare the tray / trolley for delivery
6. Delivering the order in the room
7. Collecting the food and beverage order
8. Provide room service
9. Delivery of the order

10.Entry into Guest room
11.Position the tray or trolley
12.Serve the order
13.Present Room service accounts
14. Clear Room Service
15.Clearing tray

EXERCISE. Fill in the blanks with appropriate answer.

1. The provision of food and beverage service in a guest room or suite _____.
2. The first step in sequence of room service _____.
3. In preparing for room service, it includes preparing for_____ for delivery.
4. Room Service is also called _____ or _____.

Name:	Date:	Score:
Subject		
Lesson Title: Taking Room Service Order		
Learning Competency : Enumerate steps on how to take food orders for room service.		
References : https://annastasyaindah.wordpress.com/2015/06/10/halo-dunia/	LAS No.: 28	

CONCEPT NOTE

Taking Room Service Order

ORDER TAKING PROCEDURES (PICKING UP THE ORDER PROMPTLY AND EFFICIENTLY)

- ❖ Pick up the telephone within 3 rings or 15 seconds whichever is less.
- ❖ Greet the guest with appropriate greeting using the guest name and giving your name "Good Morning Mr. Brown, this is Tono from Room Service. How may I help you?"
- ❖ Make sure that you have use a manual system-involves a docket being written up by hand where you take orders from the guest and then transferred to the kitchen
- ❖ Politely ask the guest about preferences.
- ❖ Use upselling techniques by suggesting soups, starters, drinks or desserts.
- ❖ Wherever appropriate mention the approximate time for delivery.
- ❖ Repeat the order back to the guest.
- ❖ Confirm the Order
- ❖ Ask ways on how to settle the account.
- ❖ Thank the guest for ordering through in room dining and big farewell "Thank you for calling room service, have a nice day."
- ❖ Clearly write out the order mentioning the names of the items, time of ordering, room number, name of the guest, portions, Etc.
- ❖ Hand over to the Kitchen for execution.

EXERCISE. Essay.

Make a short script in taking orders in room service following the steps mentioned above.



Name:	Date:	Score:
Subject		
Lesson Title :Setting up Trays or Trolleys		
Learning Competency : Set up trays or trolleys		
References : Provide room service www.waseantourism.com/ft/...%20F.../TM_Provide_room_service_Final.docx		LAS No.: 29

CONCEPT NOTE

Setting up Trays or Trolleys

- ❖ Room Service staff will have some trays or trolleys set up with basic settings in preparation for service, just as a restaurant area will have places set up in preparation of guests and will change the setting to suit the guests order.
- ❖ The exact procedure to take when setting up trays can vary according to the type and extent of the order being prepared. Some equipment may be stored in suites or Butler's pantry for example toaster, crockery etc. these items can be collected separately by service staff.
- ❖ When selecting the equipment for setting room service trays and trolleys always check the equipment is appropriate for the order, clean and not damaged.
- ❖ Always check all items are clean and where needed polished. If items appear unclean they should be changed if the items are damaged they should be sent for repair or disposed of as unsafe.
- ❖ The equipment found on individual trays should, of course, exactly match the needs of the particular order. If an order is delivered that is missing a certain item it is time consuming, embarrassing and inconvenient, as room service staff have some distance to travel to replace the missing item.
- ❖ Individual trolleys are used when there is a full meal or multiple guests. It may be the guest will sit at the trolley as a table.



EXERCISE. Essay.

1. How to set up trays/trolleys for room service.

Name:	Date:	Score:
Subject		
Lesson Title : Room Service Procedure		
Learning Competency : Provide Room Service		
References : Provide room service www.waseantourism.com/ft/...%20F.../TM_Provide_room_service_Final.docx		LAS No.: 30

CONCEPT NOTE

Room Service Procedure

Room service has the responsibility of creating a dining experience in guest's bedroom; space may limit the presentation style and the type and style of equipment used. Not only must trays and trolleys be set up so that they contain all the equipment, items and utensils required, butTrays and trolleys must also be set up so that they are balanced, safe and attractive.



- ❖ On arriving at the guest's room, a final visual check of the tray or trolley may be made, and then staff should knock firmly on the door and announce "Room service!","In room dinning" or "Room service, Mr Lang" if you have the guests name. Room Service staff *never to enter a room* fully unless they have been granted permission, or until they are sure they will not be interrupting or disturbing anyone.
- ❖ After entering the guest room, position and deliver the order, serve it, clear up and then leave. The guest may engage the staff in conversation or ask questions or otherwise pass the time of day, staff should answer succinctly and continue with their tasks observing House policies and procedures for customer relations.
- ❖ A room service order, when delivered has to be checked in front of the guest and receipt of service acknowledged, either by signing an account or an order receipt. As dishes are repositioned or have their covers removed, it is standard practice to announce them with some dishes, simply stating their name may be sufficient.

Name:	Date:	Score:
Subject		
Lesson Title : Room Service Procedure		
Learning Competency : Provide Room Service		
References :		LAS No.:
Provide room service		30
www.waseantourism.com/ft/...%20F.../TM_Provide_room_service_Final.docx		

- ❖ Room service staff will require some basic cooking knowledge, when presenting the room service order to the guest it may be necessary to assemble some dishes This may occur in front of the guest .
- ❖ Room service staff should be serving beverages with the same level of skill as beverage is served in the Bar or restaurant. The same sequencing should also apply to beverage service as in a restaurant, so if there is a pre-dinner drink, then that should be served first followed by the first course.

EXERCISE. Complete the following statement by following room service procedure.

- _____ has the responsibility of creating a dining experience in guest's bedroom.
- On arriving at the guest's room, a final visual check of the tray or trolley may be made, and then staff should knock firmly on the door and announce _____.
- After entering the guest room, position and deliver the order, serve it, clear up and then _____.
- A room service order, when delivered has to be checked in front of the guest and receipt of service acknowledged, either by_____ an account or an order receipt.
- As dishes are_____ or have their covers removed, it is standard practice to announce them with some dishes, simply stating their name may be sufficient.

Name:	Date:	Score:
Subject		
Lesson Title : Presenting and Settling Room Service Account		
Learning Competency : Present and settle room service account		
References : Provide room service www.waseantourism.com/ft/...%20F.../TM_Provide_room_service_Final.docx		LAS No.: 31

CONCEPT NOTE

Presenting and Settling Room Service Account

The method of payment is confirmed when order is taken. Room service deliveries will require room service staff to obtain a signature from the guest for the items delivered and confirm if it's to be charged to the room account. In some cases the guest may wish to pay on delivery, and if they use cash then room service staff will need to issue a receipt.



- Before the account is presented to the guest for signing, it is part of a room service waiter's job to make sure it is accurate. Always check the details.
- When room service staff have delivered an order and completed explaining and presenting the items, the guest will be presented with an account, offered a pen and asked to sign as confirmation of delivery also confirming how the account is to be settled and their signature verifies that the food and beverage was received.

EXERCISE. Write the word *True* if the statement is True and write word *False* if the statement is False.

1. The method of payment is confirmed when order is taken.
2. Room service deliveries will require room service staff to obtain a signature from the guest for the items delivered and confirm if it's to be charged to the room account.
3. The guest will be presented with an account, offered a pen and asked to sign as confirmation of delivery.
4. If the guest use cash, then room service staff will need to issue a receipt.
5. Part of a room service waiter's job to make sure it is accurate. Always check the details.

Name:	Date:	Score:
Subject		
Lesson Title : Handling Customer Complaints		
Learning Competency : Enumerate the different ways on how to handle customer complaints		
References : 6 Golden Rules for Handling Customer Complaints Customer Service Bill Hogg https://www.billhogg.ca/5-golden-rules-for-handling-customer-complaints/	LAS No.: 32	

CONCEPT NOTE

Handling Customer Complaints

1. **Offer A Sincere Apology And Thanks**-An apology demonstrates to the customer that you are empathetic to their concern and are willing to try and help resolve whatever complaint they have. It doesn't matter whether it's you or someone else at fault or if nobody is to blame — simply express concern and apologize for what they have experienced

2. **Ask And Then Listen**- Prove that your company is different from the rest and actually listen. Start by asking the simple question, "Would you please tell me exactly what the concern is and then I will see if I can do something about it?"

3.**Ask What Outcome They Expect** -Always ask for the solution they are looking for.

4. **Verify Your Proposed Solution Will Address Their Needs**-Share your proposed solution & check with the customer to ensure your proposed solution will address their needs. Do not move on to resolve a situation until the customer has agreed

5.**Take Ownership Of Resolving The Problem**-Take responsibility for resolving the customer's problem.

6. **Get Back To The Customer**-A service may have to be changed or perhaps a discount or refund is required. No matter what the situation is, it's a vital part of the process that you communicate with the customer and tell them what will be done.

EXERCISE. Essay.
Enumerate ways on how to handle customer complaints.

