

## REVIVING THE ART OF PROFESSIONAL WAITERING



**Date:** To be confirmed

**Venue:** SmartLife Solutions Training Centre  
22, Spyrou Kyprianou Avenue  
3070 Limassol  
Cyprus

**Duration:** 14 hours

## **REVIVING THE ART OF PROFESSIONAL WAITERING**

**Date:** To be confirmed

**Venue:**

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22, Spyrou Kyprianou Avenue  
3070 Limassol  
Cyprus

**Duration of course:**

14 hours

**Trainer:**

Mr. Kyriakos Hadjilambri

**Participants:**

Maximum 25

**Fees:**

€265 + VAT per participant

\*Group discounts available upon request

Bank Name: ALPHA BANK

Beneficiary: SmartLife Solutions Ltd.

Account: 518-101-004544-2

IBAN code: CY06009005180005181010045442

\*Please state name of company/participants and course title in payment details

**Qualification:**

Participation Certificate

**Course Objective:**

A sudden increase in the HoReCa business in Cyprus over the last few years and a shortage of trained professionals has led to the death of the professional waiter. The increase in competitiveness in conjunction with the current economic climate have made it necessary for restaurant and cafe owners to train their staff in order to ensure client satisfaction and repeat business. Professional waitering is an art, which customers will appreciate.

## COURSE OUTLINE TIMETABLE - DAY 1

### REVIVING THE ART OF PROFESSIONAL WAITERING

TRAINER: KYRIAKOS HADJILAMBRI

DATE: TO BE CONFIRMED

TOTAL TEACHING HOURS: 7 HOURS

FROM	TO	COURSE CONTENT
09:00	10:15	<p><b>Introduction</b> – The importance of good service, hygiene and well presented food are discussed.</p> <p><b>The Customer</b> – Participants are asked to share their opinions on the Importance and the role of the customer for their business. Customer service best practices are provided. Handling difficult customers.</p>
10:15	10:30	<b>Coffee Break</b>
10:30	12:30	<p><b>Restaurant staff</b> - The organizational chart of a restaurant is presented and the roles and responsibilities of each position are discussed. Emphasis is given to team work and communication amongst staff. Attention is given to important issues such as staff timetables, shift issues, handover and calling in.</p> <p><b>The role of the waiter</b> – The waiter’s role is discussed in detail. Role play exercise aimed to highlight problem areas. Ad hoc suggestions for improvement are given.</p>
12:30	13:30	<b>Lunch Break</b>
13:30	15:45	<p><b>Hygiene</b> – When dealing with food and people, personal hygiene and cleanliness in the workplace are of prime importance.</p> <p><b>Health, Safety &amp; Accidents</b> –Dealing with health and safety issues at work. What to do in the event of accidents.</p> <p><b>Preparing the dining room. Mise en place</b> – Making sure that the dining room is always prepared to the highest standard pays off since the customer will pay attention to the details. Checklist is provided for future reference</p>
15:45	16:00	<b>Coffee Break</b>
16:00	17:30	<p><b>Laying the table</b> – Preparation of table for the various types of service and meals. Practical exercise. Napkin folding techniques.</p>

## COURSE OUTLINE TIMETABLE – DAY 2

### REVIVING THE ART OF PROFESSIONAL WAITERING

TRAINER: KYRIAKOS HADJILAMBRI

DATE: TO BE CONFIRMED

TOTAL TEACHING HOURS: 7 HOURS

FROM	TO	COURSE CONTENT
09:00	10:45	<p><b>Know your menu</b> – A waiter who knows the menu and can even make suggestions will impress his customer. Ways of ensuring that all parties involved have the necessary information are discussed.</p> <p><b>Welcoming the guests</b> – As we never have a second chance to make a first impression the waiter needs to ensure that the customers are greeted in a professional manner.</p> <p><b>Taking the order</b> - Stressing the importance of correct order taking. Methods and useful tips in taking an order given. Role play exercises to reinforce learning.</p>
10:45	11:00	<b>Coffee Break</b>
11:00	12:45	<p><b>Serving drinks</b> – Different rules with regards to drinks serving and suggestions are explained and demonstrated. Subjects such as client gender, age and drink category are taken into account. Liquor laws.</p> <p><b>Types and styles of service</b> –The differences between the various types of service such as Set Menu, Silver Service and Buffet are explained.</p>
12:45	13:45	<b>Lunch Break</b>
13:45	15:45	<p><b>How we serve the meal</b> – Practical tips on how to provide an excellent service. How to serve orders on time, at the correct temperature in the correct manner and to the right people!</p> <p><b>Clearing the table after each course.</b> - The correct method of clearing the table between courses is discussed. What should be taken away and what should be left on the table.</p> <p><b>Offering digestives, coffee, deserts</b> – The waiter’s willingness and approach in promoting supplementary dishes or drinks will increase the establishment’s revenue. How this should be tackled.</p>
15:45	16:00	<b>Coffee Break</b>
16:00	17:30	<p><b>Thanking the customer</b> – The way we see the client out of the restaurant is just as important as the way we greet him. A happy customer is a repeating customer.</p> <p><b>Question and Answer Session to reinforce learning.</b></p>

## REGISTRATION FORM

**COURSE NAME: REVIVING THE ART OF PROFESSIONAL WAITERING**

**DATE:**

**DELEGATE INFORMATION**

Name:  
Company/Organization:  
Position:  
Department:  
Address:  
City:  
Business Phone:  
Fax:  
Mobile Phone:  
E-mail:

**METHODS OF PAYMENT**

**FEES: €265 + VAT per participant (Subsidised by SmartLife Solutions Ltd. €182)**

**CREDIT CARD:**

Visa     
  MasterCard     
  American Express

Card Holder:

Card number: Exp Date  
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Signature:

Date:

**BANK TRANSFER**

Bank Name: ALPHA BANK

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**BOOKING TERMS & CONDITIONS**

- Acknowledgement of your registration will be communicated to you upon receipt of completed registration form.
- All courses are payable in advance at time of booking.
- SmartLife Solutions Ltd reserves the right to change the details of this event without notice.
- In case of course cancellation, SmartLife Solutions Ltd. will be obliged to refund any fees paid.
- SmartLife Solutions Ltd is not liable for any consequential loss.

**CANCELLATION POLICY**

- Cancellations must be received in writing in order for refunds to be processed
- A full refund of amount paid to SmartLife Solutions Ltd will be paid for cancellations received in writing at least 7 days before the course.
- Cancellations after the seven day deadline will receive a 50% refund.
- No shows will be charged at the full rate.

**SmartLife Solutions Ltd**

22, Spyrou Kyprianou Avenue, 3070 Limassol, Cyprus

Tel: +357 25 81 85 22, Fax: +357 25 81 85 23, E-mail: info@smartlife.com.cy

www.smartlifesolutions.com.cy