



F&B

Food & Beverage Service Operation

PREPARED BY CHERYL Y.

Customer Service Skill

Important Skills for Customer Service Jobs

A company that relies on customers or clients to keep it in business will want to know what customer service experience and skills you have to offer. Before you fill out a job application, research the company and the position you are applying for.

It doesn't matter how great your product is: If your customer service is poor, people will complain about it, and you'll lose customers.



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What is customer service?

- the act of providing support to both prospective and existing customers.
- answer customer questions through in-person, phone, email, chat, and social media interactions professionally
- responsible for creating documentation for self-service support.
- keeps customers' needs at the forefront of every interaction.



CUSTOMER
SERVICE

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Why is customer service important?

Good customer service is a revenue generator. It gives customers a complete, cohesive experience that aligns with an organization's purpose.

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Customer Service

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Customer Service Skill

Customer Service Skills To Perfect

- PATIENCE
- CLEAR COMMUNICATION SKILLS
- ABILITY TO USE "POSITIVE LANGUAGE"
- TIME MANAGEMENT SKILL
- A CALMING PRESENCE
- ABILITY TO HANDLE SURPRISES
- TENACITY
- WILLINGNESS TO LEARN
- ATTENTIVENESS
- KNOWLEDGE OF THE PRODUCT
- ACTING SKILLS
- ABILITY TO "READ" CUSTOMERS
- GOAL ORIENTED PRESENCE
- PRESUASIVE SKILLS
- CLOSING ABILITY



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Basic F&B Service

Attribute of a Server / Key Behavior

- Hardworking
- Honest
- Resourceful
- Good listener
- Salesmanship
- Lots of common sense
- Hygiene & well-groomed
- Good Observation

*Observation means viewing or seeing



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Determine furniture and fixture conditions

Familiarize with the outlets' furniture and fixtures.



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Furniture in F&B Services

Furniture is an important part of any F&B Services outlet. **It needs to be strong, easy to use and clean.** The furniture plays an important role in bringing the look and creating an ambience of the outlet. The furniture, fixtures and fittings are fixed commodities.

Indoor Furniture

It mainly consists of tables chairs, push-down chairs, racks and lockers.

Carry out work area cleaning activities

Outlet cleanliness maintained using proper cleaning tools and chemicals - Cleaning schedule/ guidelines



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