

# Nestlé Waters Curriculum Outline

COURSE COUNT: 3

COURSE

LESSON COUNT: 14

## Steps of Service

LESSONS

LEARNING OUTCOMES

### Finding the Source

- Learners can define the steps of service.
- Learners can explain the importance of understanding the steps of service
- Learners can list the steps of service.

### Setup

- Learners understand the importance of setup and pre-service requirements and
- Learners can define mise en place

### Greeting and Seating

- Learners can explain the importance of a properly executed greeting and seating.
- Learners can list and describe the steps to properly greet and seat a guest.

### Water Service

- Learners can explain the importance of water in a meal.
- Learners can list and describe the steps to water service
- Learners can define the 6 P's
- Learners can explain how better water service increases revenue and Guest experience

### Presenting Menus and Wine Lists

- The learner is able to explain the importance of identifying the host.
- The learner is able to describe the importance of delivering the menu and wine list.
- The learner is able to list the steps to presenting the menu correctly.
- The learner is able to list the steps to delivering the wine list correctly.
- The learner is able to understand the basic concepts of wine pairing.

### Beverage Service

- Learners can define aperitif
- Learners can explain the benefits of pre dinner beverages.
- Learners can explain why aperitifs and pre dinner beverages are important to a meal.
- Learners can explain why non alcoholic beverages can increase guest experience and check average

### Taking the Order

- Learners can list the steps to correctly taking an order.
- Learners can explain the importance of taking an order correctly.
- Learners can list and describe four actions that frustrate guests at this step.

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#### Wine Service

- Learners can explain what wine service entails.
- Learners can list the steps to correctly deliver wine service to guests.
- Learners can describe and provide solutions to three things that usually go wrong during wine service.
- The learner can recall the 6 p's of water service and how it applies to wine service.

#### The Meal

- Learners can understand the importance of the sequence/steps of service during the meal.
- Learners can define amuse bouche.
- The learner can list and describe the steps to be followed during the meal.
- Learners can describe understand the importance of timing and the pace of the meal.
- Learners understand the importance of well handled mistakes.

#### Dessert

- Learners understand how to clear and crumb.
- Learners understand how to present dessert and after dinner. beverage menus.
- Learners can list the drinks that can be suggested during dessert.
- The learner can explain how offering exceptional dessert service can create a lasting impression for the Guest.
- Learners understand how to serve dessert.

#### Digestif

- Learners can define a digestif.
- Learners can explain the benefits of a digestif.
- Learners can explain why digestifs are important to a meal.
- Learner can list 3 different types of digestifs.

#### Coffee and Teas

- Learners can explain the benefits of coffee and tea has for guests.
- Learners can list and describe the steps to serving coffee and tea correctly.
- Learners can explain the how to make recommendations at this stage of the meal.

#### Cheque and Farewell

- Learners can explain how delivering the cheque and farewell can leave a lasting impression on the guest.
- Learners list and describe the steps to delivering the cheque and executing a farewell in a manner which will drive repeat business.
- Learners can explain how to extend their service beyond the restaurant floor.
- Learners can define petit four.

#### Conclusion

- Learners can identify aspects of this course which can be implemented at their establishment.
- Learners can implement techniques from this course to increase revenue at their establishment