



International School of Service and Hospitality
Guest Service Skills 1
General Service Practices
4 hour program

- Equipment Handling and Polishing
- Styles of Service
- Table Settings
- Precedence and Protocol of Seating
- Napkin Handling
- Precedence of Service
- Beverage Service
- Bread and Butter Service
- Clearing and Bussing Courses and Entire Table
- Proper Stacking Technique
- Crumbing
- Soups and Consommé Service Styles
- Doilies, Sauces and Condiments Service
- Common Sense Rules





International School of Service and Hospitality
Guest Service Skills 2
General Practices and Table Maintenance
4 hour program

- Escort to the table and Guest Protocols
- Precedence and Protocol of Seating
- Napkin Handling
- Menu Presentation, Pricing, Communication
- Wine List Handling, Recommendations
- Posture while conversing with guest
- Announcing Specials
- Gauging Guest's Readiness to Order
- Order Taking and Recording
- Precedence of Service
- Bread and Butter Service
- Clearing and Bussing Courses and Entire Table
- Proper Stacking Technique
- Crumbing
- Soups and Consommé Service Styles
- Doilies, Sauces and Condiments Service
- Gueridon and Side Stand (bussing station) Organization
- Check Handling
- Guest Departure
- Common Sense Rules

