

# SERVICE! Training Packs

DEDICATED TO IMPROVING THE QUALITY OF FOOD AND WINE SERVICE



Developed to enable you, or a senior member of your team, to train your staff in professional food and beverage service. Our Service! training packs can be used in-house to conduct your own training.

The four packs available cover:

- Food
- Wine
- Bar
- Meetings and Events

Taking further the basic messages and training elements touched upon in the Michel Roux's Service TV programme.



ACADEMY OF FOOD AND WINE SERVICE

[www.afws.co.uk/training](http://www.afws.co.uk/training)

# Service! Pack Contents

Each training pack contains two disks and a user guide for you and your trainee.

Disk One contains a downloadable workbook for the learner to work through, with detailed descriptions of each area of service – each relating to nationally recognised standards designed to develop competence in service.

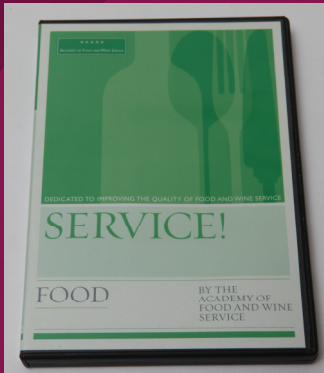
The pack also includes skills card with useful briefing notes for the trainer to discuss with the candidate, along with a checklist on the reverse.

There is also a training record card that can be used to motivate and track progress.



Disk Two contains a variety of video clips demonstrating Academy approved service skill techniques including how to take an order, the correct way to serve wine and silver service.

# Service! Learning Outcomes Overview



## Food Service!

- Serve food at the table
- Provide a buffet and carvery service
- Provide a table drink service
- Provide a counter and take-away service



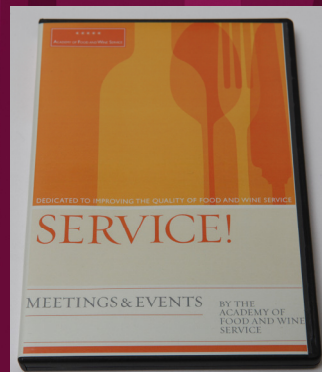
## Wine Service!

- Prepare and serve bottled wine
- Prepare and serve wines
- Maintain wine cellar and dispense counter
- Contribute to the development of the wine list



## Bar Service!

- Prepare and clear the bar area
- Serve alcoholic and soft drinks
- Clean drinks dispense lines
- Maintain cellars and kegs



## Meetings & Events Service!

- Supervise functions
- Supervise drink services
- Supervise food services
- Prepare a meeting room

## SERVICE! Price List

1 Pack:

AFWS member £100 +VAT

Non member £200 +VAT

Purchase all 4 packs for the price of 3!

You can order your  
Service! pack today via:

[www.afws.co.uk/shop](http://www.afws.co.uk/shop)

*"The TV series Michel Roux's Service made a massive impact when it hit the screens, really helping to put front of house on the map and give people an idea of the skills and dedication that go into providing a quality service for customers."*

*"Our Service training packs are designed to enable the industry to take that basic training several stages further, adding more detail to ensure front of house trainees are given a thorough grounding in the skills they need. The packs can be completed with a trainer in your own time, and your own pace, forming a framework for effective learning."*

Sophie Roberts Brown  
Executive Director  
Academy of Food and Wine Service



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