

SERVICE!

**ON THE JOB
TRAINING PACKS**

**BOOST
MOTIVATION**

**IMPROVE
KNOWLEDGE**

**DEVELOP
SKILLS**



SERVICE!

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 our 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 in your own time, and your own pace, forming a framework for effective learning.

They've been developed to enable you, or a senior member of your team, to train your staff in professional food and beverage service.

The four packs available cover:

- Food
- Wine
- Bar
- Meetings and Events

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

- Disk One contains downloadable workbooks 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. Each section is typically takes 1-2 hours to complete, enabling the training to be fit in around service. The pack also includes skills cards with useful briefing notes for the trainer to discuss with the trainee, along with a checklist on the reverse. There is also a training record card that can be used to motivate and track progress.

- Disc 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 etc.



Knowledge, skill and motivation are crucial for businesses to succeed and for individuals to develop in their career. We are renowned for our expertise, bespoke training packages, and accredited training courses that give a cost-effective way to ensure highly-effective front-of-house service competency from basic through to more advanced level.

We design all of our training products in collaboration with sector experts and offer a credible, effective and flexible way to up-skill and become more commercial in all areas of food and beverage service. Available to run in-house, externally, or in some cases online, we create inspiring, relevant and measurable training solutions for the time and resource-pressured individual, manager and business owner.

Duration: Four open and flexible in-house training packs

Emphasis: Essential service-related skills - enhancing the customers dining experience.

Topics: Food Service; Wine Service; Bar Service; Meetings and Events Service.

Who: Enables a senior team member to train the entire food and beverage service team.

Collateral: Each pack contains: a user guide for trainer and trainee; PDFs of workbooks; skills training DVD clips; skills card PDFS; learning action planner; training record card.

Cost: 1x pack: Members: £100+VAT / Non members: £200+VAT

SPECIAL OFFER: BUY ALL 4 PACKS FOR PRICE OF 3

For more information on our SERVICE! Training packs, please fill in the following form:

First Name:

Surname:

Job title:

Company name:

Email address:

Contact tel no:

Tick which areas you're interested in:

- Wine Service
- Bar Service
- Food Service
- Meetings & Events Service

The full series of Michel Roux's Service! is now available to the hospitality industry, under licence, and can be ordered direct from Filmbank. Tick below if you'd like them to contact you regarding licencing the series.

- Full Series of Michel Roux's Service TV Programme

Please return the completed form:

Fax to: 020 8661 4647 or post to Daniel Morris-Jeffery, AFWS, Trinity Court, 34 West Street, Sutton, Surrey, SM1 1SH

Call: 020 8661 4646 or email daniel@afws.co.uk if you have any queries.