

A Proposal for a Restaurant Service Training Program
For Herbs and Greens

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Background

The consultant has created this proposal to assist Herbs and Greens in training its dining staff in the correct service procedures. At the same time, enhance their skills and confidence in customer relations.

Objectives

The objectives of this proposal are to be able to:

- Train staff on the standard service procedures
- Train staff on proper customer relations
- Develop an operations manual in support of the standards to be set in place

Scope of Work

Development of Standard Procedures

Development of an Operations Manual

Training Sessions/ lecture/ practice skills

Monitoring and Follow Through

Approach and Deliverables

In order to achieve the stated objectives in relation to the scope in the previous page, the work shall be done in the following sessions:

- Session 1: Good Grooming
 Characteristics of a Good Staff
 Obligation to Customers

- Session 2: How to set-up Tables
 How to take an Order

- Session 3: Sequence of Service
 How to Serve/ Clear Tables

- Session 4: Opening/ Closing Procedures

- Session 5: Product Menu Knowledge

- Session 6: Practice Skills/ Role-Playing

- Session 7: Part 1 – Practical Skills Assessment

- Session 8: Part 2 – Practical Skills Assessment

- Session 9: Written Test
 Evaluation

Training Techniques:

- Lecture
- Demonstration
- Role-play
- Evaluation

It is the understanding that Herbs and Greens shall provide the venue, audio-visual equipment, white board and other pertaining equipment needed throughout the training sessions and snacks for both trainer and participants. The said equipment may include tables, linen, plates, flatware, cutlery, glasses, etc. A handout maybe available per session however, copies should be provided by Herbs and Greens. Participants are required to bring pen and notebook to all training sessions.

Timing and Fees

- | | |
|------------|---|
| Session 1: | Wednesday, 29 March 2006
9am – 12nn, 3 hours |
| Session 2: | Thursday, 30 March 2006
9am – 12nn, 3 hours |
| Session 3: | Friday, 31 March 2006
9am – 12nn, 3 hours |
| Session 4: | Saturday, 1 April 2006
9am – 12nn, 3 hours |
| Session 5: | Monday, 3 April 2006
9am – 12nn, 3 hours |
| Session 6: | Tuesday, 4 April 2006
9am – 12nn, 3 hours |
| Session 7: | Wednesday, 5 April 2006
9am – 12nn, 3 hours |
| Session 8: | Thursday, 6 April 2006
9am – 12nn, 3 hours |
| Session 9: | Friday, 7 April 2006
9am – 12nn, 3 hours |

Submission of Operations Manual:
Monday, 17 April 2006

Monday, 17 April and Tuesday, 18 April 2006, the consultant will be available for 2-3 hours, during dinner service for monitoring and follow through.

Consultancy Fees at P50,000.00 net.

Payment Terms

Upon signing of contract, 30%, P15,000.00 down payment should be paid

By Session 5 (3 April 2006), 50%, P10,000.00 of the consultancy fees should be paid.

At the end of training session (7 April 2006), 50%, P12,500.00 of the remaining consultancy fees should be paid.

Upon turnover of completed operations manual (17 April 2006), balance of P12,500.00 should be paid in full.

Conclusion

Providing excellent service is the heart of any restaurant business. Dining is a very personal activity that requires a superior level of caring for and attending to our customers needs. It should be in our best interest to serve our customers and leave a great impression on our part. Not only do we provide the food and beverage required but also ensure our customers comfort during their dining experience. The whole dining experience should be excellent. And this can only be achieved with proper training sessions. Standard operating procedures result better operations and develop employee efficiency and therefore achieve better service and complete customer satisfaction guaranteed.

Conforme:

Schedule may be moved after Easter, depends on what client requires.
Should there be changes in the scheduling, consultant is flexible. Otherwise, if
this training package is acceptable, please sign on the conforme provided below.
Thank you for the opportunity to serve you.

Sharlene S. Golding
Consultant

Conforme:

Chef Janssen Limjoco
Herbs and Greens
Owner

Date