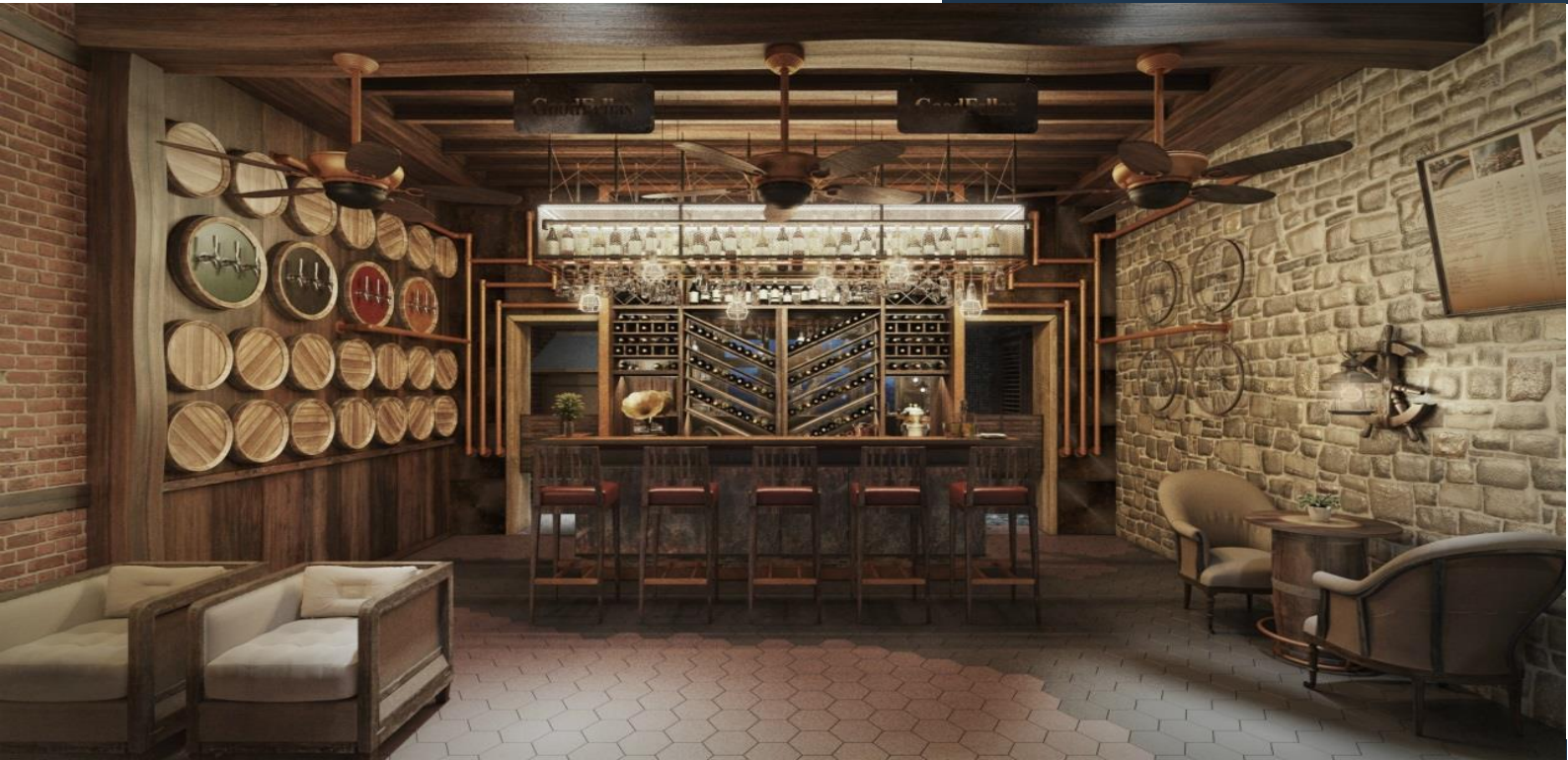




Lotus & Jasmine Restaurants

- Training Manual
- Standard Operating Procedures (SOP)



Restaurant

- Introduction to environmental awareness
- Balance between workplace, environment, needs of guests
- Daily duties and eco-friendly practices
- Grooming / Communication skills / Suggestive selling
- Food waste and “zero waste” policy
- Food for the poor programs
- From “ Farm to Table” concept
- Expectations of guests
- Food & Beverage menus and responsible consumption
- Energy and water saving during food preparation
- Room and table attendance: service sequence
- Wine: History / Knowledge / Serving / Organic Wine
- Food & Beverage products knowledge
- HACCP: Hazard analysis and critical control points
- Standard recipes
- Pre-during-post service duties and responsibilities of Manager & Assistant Managers
- Pre-during-post service duties and responsibilities of Supervisor & Captains
- Pre-during-post service duties and responsibilities of Chef, Sous Chef, Cook, Kitchen Helper
- Pre-during-post service duties and responsibilities of Cashier
- Bidding farewell
- Safety & Hazard

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