

DEVELOPING EFFICIENCY

Objectives :-

1. To be get familiar with Plan Specific To Restaurant Staff Training.
2. To understand the methods of Restaurant Staff Training.
3. To understand and remember the use of Latest Technology.
4. To explore the Employee Motivation Exercise.
5. To understand the Sense Of Teamwork.

F&B Service staff represents the brand. In the hospitality industry, where everything revolves around providing a perfect and exceptional experience to the customers, the level of service quality highly depends on the service quality of the staff and their behaviour. Customers want quick and efficient service, and won't settle for anything substandard. That means employees don't have to serve great meals; they have to go that extra mile to emboss a distinctive brand identity for your restaurant. Following are some strategies for developing efficiency of service staff.

1. Devise a Plan Specific To Restaurant Staff Training :

Restaurants should devise a well-defined training program. Comprehensive training will enable your restaurant staff to become more efficient and help them deliver better service. Proper restaurant staff training is the only way to maintain coordination and efficiency in front of the house and back of the house operations.

A set training programme can ensure consistency in taste and experience.

2. Assign the Staff Role :

A large number of employees feel dissatisfied when they are assigned the responsibilities without having the right skills and knowledge in the area. Thus, assigning staff roles is an essential process of staff training which should be carried out with thought and care.

Apart from that, the staff should be primarily trained to perform their assigned role but should also have a general idea of the responsibilities of various job positions in the restaurant. This will create an understanding of how the restaurant works as a unit, and each employee will be able to grow and perform better in his scope of duties. This will improve your restaurant service quality and the speed of service as a whole. Employees can perform exceptionally well only when there is no ambiguity, and they are clear about what is expected of them and what is expected of others on the team. This will also ensure all relevant jobs and tasks are executed without stepping on each other's toes.

3. Explore Different Methods of Restaurant Staff Training :

The learning process for each is different. Based on your employee data and their performance in different training sessions such as auditory, visual and kinesthetic to train the staff. A senior or experienced staff member can demonstrate a particular task. The trainee watches and then replicates the actions later. Supervisor can provide instruction manuals to your new hires; they can try to finish the job without any supervision and learn from their mistakes. Even the role-playing approach where the new employee is taught what might happen in a real-life situation and how to handle it. Holding regular training sessions with employees of different outlets as a group is an effective way to train your staff where restaurant staff can interact with and learn from each other. Such interactive sessions are sure to improve your restaurant staff performance.

4. Set Specific Procedures of Restaurant Staff Training :

If everyone from restaurant staff knows the exact process of how their respective team works, then the restaurant becomes a fully-productive and efficient engine. No matter when the employee resumes his shift, he can immediately fit in to complement his team in the best possible manner. Also, setting standard operating procedures can help new staff to come up to speed within no time.

5. Train the Restaurant Staff To Use The Latest Technology :

Technology has transformed many industries, and the restaurant business is no exception. Many restaurants are now using electronic systems which help the wait staff to submit orders to the kitchen staff, calculate totals and raise invoices for various customers at the same time without putting much effort. However, installing such systems aren't enough to ensure staff efficiency.

Supervisor need to invest in restaurant staff training for them to be useful. Only then will the speed of operations and the service quality of your restaurant improve.

6. Improve Restaurant Staff Efficiency By Fostering A Sense Of Teamwork :

Set a good example to gain the respect of your restaurant staff. A team that respects its management is more likely to deliver a productive and efficient performance. Also, encourage regular team activities so they can gel well together and perform as a team rather than putting each other down for professional success. The restaurant performance is dependent on your staff performance. Invest time in creating a harmonious group, and it will surely pay off.

7. Improve Your Staff Performance Through Pet Projects :

Pet project is an activity which a person deems as his personal favourite. Encourage the staff to list down their pet projects. Enlist all the pet projects of your staff members, and map each

employee to his favourite task. By allocating pet projects, you can ensure that the functions are performed quickly and efficiently. Pet projects will also allow the staff to specialize in a skill they like and so their performance will improve, and the productivity of every individual staff member will increase.

8. When Training the Restaurant Staff Teach Service Every Day :

Merely putting across an essential message in a memo or a pre-shift meeting doesn't mean that it will be communicated to the team members in the way you anticipated. Improving a particular area of service requires regular attention. Moreover, the change can be slow and steady to occur. Also, once the desired results are achieved, efforts should be taken in improving the service. Even after the service issue is resolved, revisit, focus and nurture it daily to ensure that the problem doesn't return. Remember, it takes about a month to create a habit and probably a week to fall back to the old one.

9. Exercise Employee Motivation To Improve Staff Efficiency :

Motivation plays a major role in developing a successful and more efficient team. Motivated employees always go that extra mile to add to the restaurant's productivity. Supervisor is required to take initiatives to make the employees happy by giving them equal treatment, listening to them and by enlisting their help in developing plans. Motivated employees who feel a sense of belongingness to the restaurant will try their best to provide excellent service to the customers. They understand that their actions reflect on the restaurant's brand and continuously strive to deliver excellent service.

GALGOTIAS
UNIVERSITY

References :-

1. **Food and Beverage Service-** 2nd Edition in Oxford Higher Education by [R. Singaravelavan](#).
2. **Food and Beverage Service-** A Training Manual by [Sudhir Andrews](#).
3. **Food and Beverage Service-** 9th edition by [Dennis Lilicrap](#).
4. www.ihmnotessite.net
5. www.slideshare.net

GALGOTIAS
UNIVERSITY

School of Hospitality

Course Code : BSCH3002

Course Name: Food and Beverage Service Management



**Thank
You**

Name of the Faculty: Rohit Jaswal

Program Name: Bsc. HM/ BHM