

#Jenny



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Cool! I'am really happy

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#Diego Butler



so many fake sites. this is the first one which worked! Many thanks

Food and Beverage Service 1	efficient. They can, to a certain extent, make up for other shortcomings in the services provided.
1) Personal Hygiene and Appearance	<ul style="list-style-type: none"><li>All members of the staff should be well-groomed and clean at all times, so the guests have a sense of well-being and confidence to do their job efficiently.</li><li>The hands of the waiting staff should be given special attention, as they are constantly under the scrutiny of the guests. Nails should be trimmed, and kept clean. Playing with one's hair and face should be avoided.</li><li>Chewing gum should be avoided in all public areas of the hotel.</li><li>Minimum jewellery should be worn by the service staff. A wrist watch, finger ring and plain earrings (for girls only) should be permitted.</li><li>If an employee has a skin problem, a doctor should be consulted immediately.</li><li>Uniform should be clean and well-pressed. Shoes should be properly polished and well-fitting.</li></ul>
2) Good Conduct	All service staff should be well-mannered and respectful to guests, and to senior members of the staff. They should be calm and pleasant, even in the most trying circumstances. They should be able to satisfactorily solve any problem that may arise. In case of difficulty, a senior and experienced member of the staff should be consulted. Tact, punctuality and honesty are admirable qualities among service personnel.
3) Good Memory	A good memory helps to improve performance. It also helps the service personnel to attend to small but important details such as remembering a guest's name or his likes and dislikes regarding food and beverage.
4) Observation	A keen sense of observation and an eye for detail will help a member of the staff to be more efficient at his job. An ability to correctly judge people is definitely an advantage. A sense of anticipation in the service industry is an invaluable quality. The ability to anticipate what a guest or the management needs, even before it is asked for, creates a very good impression.
5) Concentration and Skill	Working at a table requires concentration and skill. Service staff should develop a sense of urgency in the performance of

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