

ESTABLISHMENT INFORMATION CHECKLIST

This listing of establishment information checklist can be used for trainers/supervisors to identify what information needs to be available to support staff training and the management the operation

APPRECIATING CUSTOMER NEEDS

- the range of customers currently using the establishment and their likely needs
- changes that may take place in the customer mix, depending on the day, time of day or season of the year
- changes that may take place in the needs customer have depending on the day, time of day or season
- a profile of the establishment in terms of the range of services offered

HEALTH, SAFETY AND SECURITY

Maintaining personal health & hygiene

- requirement for uniform
- requirements affecting personal grooming
- restrictions on jewellery
- restriction on perfume, after shave and cosmetics
- what legislation applies to personal health and hygiene and where such information can be found from both within the establishment and externally
- what the disciplinary procedure is for staff who do not meet health and hygiene standards
- the location of first aid boxes
- procedures to be followed for reporting illnesses and infections
- procedures to be followed in respect of cuts and grazes and other wounds

Maintain a safe environment

- how customers are warned of hazards or potential hazards
- how inspecting and risk assessment is carried out to ensure safety at all times
- how often inspection and assessment is carried out
- dealing with aggressive, violent, drunk, ill and drug affected customers
- establishment procedure for reporting hazards

Maintain a secure environment

- what are considered to be low-risk security areas
- medium-risk security areas
- high-risk security areas
- the reasons for the security designation of areas
- the procedures used when carrying out an inspection
- the establishment policy on restricted access areas, suspicious people or items
- the procedure for dealing with lost items

Carry out procedures in the event of a fire

- the fire procedures required
- the location of fire exits, extinguishers and assembly points
- individual responsibilities in the event of a fire

SERVICE AREAS EQUIPMENT AND PRODUCT KNOWLEDGE

Finding your way around the service areas

- sketch plan of the layout of each of the service areas
- the main purpose of the area
- how this work contributes to the service
- the roles of the staff within each area
- the liaison requirements between the various work areas
- how individuals are intended to liaise with each of the areas
- the location of fire and emergency exits, fire extinguishers and access for the disabled if appropriate

Using equipment

- list of all the equipment used:
 - when preparing for service
 - during service
 - when taking payment
 - after service
- individual responsibilities for the care and maintenance of equipment
- requirements for the security of equipment
- the location of instruction for use of equipment
- procedures for reporting faults and shortages
- which of the six basic technical skills individuals are required to use in the establishment
- the specific requirements of the establishment in the use of these skills
- safety and hygiene practices when using equipment for:
 - housekeeping duties
 - preparation for service
 - during service
 - following service

Developing your product knowledge

- copies of the menus for the establishment
- note of the ingredients, cooking methods, and service requirements for each item
- copies of the beverage list of the establishment:
- note of the ingredients and service requirements of each item
- menu and beverage items which require the individual to seek further information from the customer (e.g. cooking of steaks)
- menu and beverage items which may be offered in alternative ways (e.g. menu items without sauces or drink items with or without ice)
- where there would be extra charges for the provision of these menu or beverage items

DEVELOPING SERVICE SKILLS

Developing Interpersonal Skills

- policy for greeting customers, addressing customers, attention to customer during their meal and procedure when customers depart
- teamwork requirements
- the most common customer complaints in the establishment:
- the procedures for dealing with these complaints effectively
- how complaints should be recorded
- how these complaints can be utilised in a positive way
- the procedures to be followed in the event of an accident

Preparation of Service

- the full range of preparatory duties that are required
- individual specific responsibilities in undertaking these activities
- the procedures and systems to be observed when undertaking preparatory tasks
- how these tasks are being assessed to ensure that they meet the requirements of the establishment
- how stock levels of items such as cutlery, glassware, paper, linen etc are determined
- the procedure for ordering replacement stock
- the range of layouts of the dining areas which may be expected e.g. for special parties

Taking bookings

- the bookings routines and procedures
- those times when written confirmation of deposits may need to be taken
- who has the authority to accept or reject bookings
- the procedures for dealing with special requests
- which areas need to be informed of the booking requirements and how this is carried out

Receiving customers

- the procedures and routines for the greeting and receiving of customers
- the particular routines for informing other areas of the customer arrival
- procedures for dealing with special requests
- procedures for dealing with the special needs of customers

Taking food and beverage orders

- the procedures and routines for taking of food and beverage orders
- the procedures for dealing with special requests
- the procedures for dealing with the special needs of customers
- the methods used to ensure that the any customer in a party gets the correct order

Serving Food

- the full range of menu items
- the service requirements for each menu item
- the accompaniments for each item

Serving beverages

- the type of licensing provision for the sale of alcoholic liquor
- the full range of alcoholic and non-alcoholic beverages on offer
- the service requirements for every beverage on offer

Clearing

- the range of items which need clearing
- the methods for clearing for all items

Billing and cashiering

- how checks are posted onto the customer bill
- the billing method used
- the payment methods accepted
- security checks for the various payment methods
- the procedures for operating payment points
- the revenue control procedures in operation
- security arrangements for cash and equivalents

Clearing following service

- the full range of clearing duties that are required
- specific individual responsibilities in undertaking these activities
- the procedures and systems to be observed when undertaking clearing tasks
- how these tasks are being assessed to ensure that they meet the requirements of the establishment
- how stock levels of items such as cutlery, glassware, paper, linen etc are determined
- the procedure for ordering replacement stock

DEVELOPING SPECIALISED SERVICE SKILLS

Breakfasts

- the service requirement of breakfasts within the establishment

Afternoon teas

- the service requirements of afternoon teas within the establishment

Room Service

- the service requirements of room service within the establishment

Lounge Service

- service requirements for lounge service within the establishment

Guéridon Service

- the service requirements for guéridon service within the establishment
- recipes, methods and procedures for dishes which are served using the guéridon
- any limitations on the number and range of dishes which can be served at any one time

WORKING IN FUNCTION CATERING

Preparing for and service at functions

- the service requirements of functions within the establishment

Contribute to function administration

- the administration requirements of functions, events, banquets, special parties and conferences within the establishment

Contribute to function organisation

- the service requirements of function organisation within the establishment

DEVELOPING SUPERVISORY ABILITIES

Supervise food and beverage operations within licensing (and other) laws

- the type of licence(s) the establishment holds
- what other laws need to be observed within the establishment
- where copies of these laws can be obtained
- the procedures of the establishment for ensuring compliance with legislative controls
- individual limits of authority
- those with the powers of entry and enforcement

Contributing to the control of food and beverage operations

- routines for ordering, receiving, storing and issuing stock
- environmental conditions for storage which need to be maintained
- limits of authority for those involved
- how security of the stock is maintained
- how the security of revenue is maintained
- how stock taking is carried out
- how new staff are trained
- recording and reporting requirements on the food and beverage operation

Maintaining the cleaning programme in your own area

- establishment procedures for cleaning schedules
- systems for the maintenance of materials for cleaning
- individual requirements to carry out inspections
- responsibilities to ensure that the establishment routines are being maintained
- requirements that appropriate action is taken to ensure the maintenance of the clearing programme
- the required records
- feedback requirements on the effectiveness of the clearing programme
- routines for proposing required changes to the cleaning routines
- the legislation which the cleaning routines needs to comply with

Maintaining the vending machine services

- client needs which the vending service is intended to meet
- establishment routines which ensure the efficiency of the operation
- relevant legislation which the service will need to comply with
- needs for regular briefings to staff on changes to the product or the customer demand
- methods of obtaining feed back from staff on the service operation
- records and reports required
- methods for sales analysis and the routines for making recommendations
- payment/control systems in use
- requirements for inspections

Improving service reliability for customers

- how the establishment identifies and responds to customer service needs
- how customer feed back is sought and acted upon
- what initiatives have been taken to improve customer service reliability
- how feed back feedback from staff has been acted upon
- a review of, and possible action to be taken on, current procedures
- how the individual can contribute to and assist in the development of teamwork within the establishment

Contributing to the development of teams and individuals

- the range of individual and team needs likely to be necessary for the smooth running of the existing operation
- current routines which encourage individuals and teams to contribute to the identification of their own development needs
- aims and objectives of the establishment in relation to development needs
- individual responsibilities for the planning and implementation of development activities
- procedures for the evaluation of the development activities which have been undertaken

Implementing sales development activities

- the range of customer needs the establishment is meeting
- the possibilities that may exist within the current range of customers for additional sales activities
- possibilities which may exist for attracting additional customers to the establishment
- limitations on resources available
- individual limits of authority
- methods used for advertising, merchandising and personal selling
- establishment requirements for the planning, implementation and review of sales