Mastering Hospitality

The program will provide an in depth look at Hospitality Excellence, Customer Service, Professional Etiquette, Bartending & Waiting Staff skills & techniques.

The course can be adapted to suit all sectors, hotels, restaurants, bars, venues or training institutes.

Hospitality Excellence & Customer Service Training

- ### Module 1: Introduction to Hospitality Excellence

* Understanding the hospitality industry
* The importance of first impressions
* Service excellence as a competitive advantage
* Building a service mindset

- ### Module 2: Customer Service Fundamentals

* Defining customer service vs. customer experience
* Anticipating guest needs
* Active listening and empathy
* Handling complaints and difficult guests
* Creating memorable guest experiences

- ### Module 3: Professional Etiquette

* Grooming & personal presentation standards
* Body language, posture, and professional presence
* Telephone & email etiquette
* Cross-cultural awareness & etiquette
* Dining etiquette (formal & casual settings)

- **Module 4: Bartending Essentials**

* Introduction to bar setup & equipment
* Responsible service of alcohol
* Knowledge of spirits, wines, beers, cocktails
* Basic to advanced cocktail-making techniques
* Glassware & garnishing standards
* Bar hygiene, stock control & safety

- **Module 5: Waiting Staff Skills**

* Table setting styles (casual, fine dining, banquet)
* Taking orders accurately
* Service styles: American, French, Russian, Buffet, etc.
* Food & beverage pairing basics
* Serving & clearing techniques
* Upselling & suggestive selling

- **Module 6: Advanced Service Excellence**

* Teamwork & communication in hospitality
* Time management during service hours
* Dealing with high-pressure environments
* Personalising guest interactions
* Exceeding expectations & creating loyalty

- **Module 7: Practical Training & Role Play**

* Mock bar & restaurant service
* Realistic guest interaction scenarios
* Conflict resolution role play
* Cocktail mixing & service drills
* Fine dining simulation

- **Module 8: Assessment & Certification**

* Written test (theory of hospitality, service, etiquette)
* Practical evaluation (bartending & waiting skills)
* Customer service role-play exam
* Certification ceremony

- **Duration:**

2–6 weeks (depending on depth)

- **Format:**

Classroom + Practical Training (Bar/Restaurant Setup)

- **Outcome:**

Participants gain skills in professional hospitality, customer service, etiquette, bartending, and waiting — ready for careers in hotels, restaurants, events, and cruise lines.