

## LEARNING OBJECTIVES

### Restaurant Server

After completing the *Position Specific Knowledge* section of the Study Guide, employees should be able to:

1. Describe ways that restaurant servers work together to meet superior performance standards.
2. List basic kitchen safety guidelines that restaurant servers should follow.
3. Discuss sanitation regulations restaurant servers must follow, including keeping foods out of the temperature danger zone.
4. Identify menu omissions and substitutions available at your property.
5. List and define some of the basic terms for food preparations and timing, as well as common food and beverage equipment.
6. Describe how to set up the restaurant and sidestations.
7. Explain how to safely prepare and carry service trays.
8. List various types of glassware, dishware, cutlery, and linens used at your property.
9. Demonstrate customer-service oriented ways to greet and seat guests and approach the table.
10. Discuss how anticipating guest needs can lead to exceeding guests' expectations and contributing to an enjoyable dining experience.
11. Review the steps for taking food orders.
12. Explain how to suggestively sell and upsell.
13. Explain how to serve beverages, serve a meal, and check back to the table.
14. Discuss how to respond to dissatisfied guests.
15. Explain how to maintain tables throughout a meal.
16. Discuss ways to sell after-dinner items.
17. Discuss ways to prepare takeout items.
18. Explain how to present guests checks and settle bills.
19. Outline the sequence of service for breakfast, lunch, and dinner.
20. Define terms associated with alcohol service, including types of beer, wine, and liquor.
21. Identify procedures for dealing with guests under the influence of alcohol.
22. List your property's tipping policies.

### Front Desk Representative

After completing the *Position Specific Knowledge* section of the Study Guide, employees should be able to:

1. Describe the purpose and tasks of a front desk representative.
2. Identify the various equipment and systems that front desk representatives use in the course of performing their duties.
3. Describe procedures for assigning and granting access to safe deposit boxes.
4. Define different types of reservations.
5. Identify and define some of the basic room inventory, status, and rate terms.
6. Describe loyalty programs.
7. Discuss the various tasks front desk representatives perform during the pre-arrival stage.
8. Identify the steps and tasks involved in the check-in process.
9. Summarize the importance of key control at the front desk.
10. Discuss how front desk representatives can use effective sales techniques while checking in guests.
11. Discuss the procedures for dealing with VIPs.
12. Explain the process for relocating guests in sold-out situations.
13. Discuss the various tasks front desk representatives typically perform during the occupancy stage.
14. Discuss the steps involved in processing the various types of guest check-outs.
15. Discuss the processing of late charges.
16. Summarize the process of addressing disputed charges.

### Guestroom Attendant

After completing the *Position Specific Knowledge* section of the Study Guide, employees should be able to:

1. Discuss why guestroom attendants are so important to a lodging operation.
2. Review the superior performance standards that guestroom attendants strive to meet and the list of tasks that guestroom attendants perform.
3. Discuss the role of guestroom attendants in keeping guest's belongings and the property secure.

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4. Explain how guestroom attendants can practice key control.
5. Review the importance of inventory in the housekeeping department and the role each guestroom attendant may be asked to play in performing an inventory count.
6. Identify OSHA regulations pertaining to housekeeping and laundry areas.
7. Discuss how to respond to unusual guestroom situations.
8. Explain how to use a room assignment sheet.
9. Define common room status codes.
10. Review the types of guest amenities and cleaning supplies guestroom attendants use on the job.
11. Identify ways to use cleaning supplies and chemicals correctly and safely.
12. Discuss ways guestroom attendants keep their carts and work areas organized.
13. Explain why a cleaning sequence is important.
14. Review the steps for cleaning the bathroom and guestroom closet.
15. Discuss the remaining non-bathroom tasks in cleaning a guestroom.
16. Explain how to vacuum a guestroom.
17. Understand the purpose of deep cleaning tasks at your property.
18. Explain why tip sharing among guestroom attendants is important.
19. List end-of-shift duties you must follow at your property.

## Maintenance Employee

After completing the *Position Specific Knowledge* section of the Study Guide, employees should be able to:

1. Describe the maintenance worker's duties and primary functions.
2. Explain the benefits of green initiatives to the property.
3. List the steps for documenting maintenance requests.
4. Summarize how to prepare tools for maintenance work, and list some of the more common tools a maintenance employee might use on the job.
5. Discuss the importance of OSHA (or local safety regulatory agencies) and personal protective equipment.
6. Summarize the importance of lockout/tagout procedures.
7. Describe how maintenance workers can practice key control.
8. Summarize the maintenance worker's role in the security and safety of the property and guests.
9. Discuss the concept and benefits of preventive maintenance.
10. Explain the maintenance employee's role in overseeing outside contractors.
11. List local regulations regarding heating, venting, and air conditioning that may affect the property.
12. Identify which checklists maintenance employees are responsible for completing at the end of the shift.
13. Describe the par stock system at your property.
14. Summarize the process for checking in tools at the end of the shift.

## Kitchen Cook

After completing the *Position Specific Knowledge* section of the Study Guide, employees should be able to:

1. Describe ways kitchen cooks meet superior performance standards.
2. List basic kitchen safety guidelines that kitchen cooks must follow.
3. Discuss sanitation regulations kitchen cooks must follow, including keeping foods out of the temperature danger zone.
4. List and define some of the basic culinary terms commonly used in a kitchen.
5. Identify and explain how to use basic kitchen tools and equipment.
6. Differentiate between different kinds of knives and describe how to care for them properly.
7. Define standard cuts used for different kinds of foods.
8. Understand standard recipe development.
9. Follow proper procedures for weighing and measuring ingredients.
10. Learn how to convert standard recipes by changing the number of portions and the portion size.
11. Describe how to control food costs through yield testing roast meats.
12. List your property's standard pars.
13. Identify nutrition trends that may affect your day-to-day job.
14. Describe the correct plate presentation and garnish procedures at your property.
15. Discuss ways to handle special guest situations, including special requests, substitutions, and complaints.
16. Review the process for working a call-and-pick-up system.
17. Explain the purpose of banquet event orders and discuss how to use them to work more efficiently.
18. List the procedures for handling leftovers at your property.



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