

GLOBAL EXPERTS INSTITUTE FOR TRAINING.
ISO 9001-2008 TRAINING PROVISION CERTIFIED

Food Service Operation

Schedule Dates:

Start Date	End Date	Place
18 Mar 2024	22 Mar 2024	The Fullerton Bay Hotel Singapore

Program Objective:

- ✓ Demonstrate appropriate service behaviors.
- ✓ Distinguish between commercial and noncommercial food service operations and identify various service roles in the industry.
- ✓ Understand the concept and techniques of good service and demonstrate the skill acquired.
- ✓ Measure standard food and beverage costs and summarize the food purchasing and receiving process.
- ✓ Program technology for food service.
- ✓ Participate in the operation of food service.
- ✓ Differentiate between objective and subjective food pricing methods, and define several pricing methods, such as the reasonable price, highest price, intuitive price and ratio price methods.

Who should attend?

- Food Services Manager, Purchasing, and project, Operational personnel.

Program Outlines

Day One

- Intro to Food & Beverage Operations
- Feasibility Planning for the Food Industry
- Food & Beverage Costs & Purchasing
- Food & Beverage Pricing Methods

Day Two

- Inventory Control for Food & Beverage Services
- Food Preparation Basics
- Food Operation Safety
- Food Design & Equipment Selection

Day Three

- Financial Management for Food Service
- Food & Beverage Industry Trends
- Professional Standards for Food Services
- Customer Service Skills.

Day Four

- Food Service Segments, Food Service Process Flow.
- Steps in the purchasing process, the skills, knowledge, and behavior required in purchasing personnel, and the role of food service operator ethics in purchasing.
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Day Five

- Vendor Ordering Instructions
- HACCP Quality Control.
- Facility Sanitation
- Case study

Training Methodology:

- Slide presentations
- Interactive discussion
- Simulations and Gamification
- Online Video material

Cost Quotation in Kuwaiti Dinars

The total cost includes:

- Instructor(s) expenses
- Training materials
- Certification

Total Cost: 1500 KD per Participant
(One Thousand Five Hundred Kuwaiti Dinar)