F&B AMBASSADOR

ON-THE-JOB TRAINING

Job Redesign Reskilling Programme for Hotel Industry

ON-THE-JOB TRAINING

Hotels are able to customise the **activities** (in *blue italic).* Any changes to **critical task** and **duration of training** will need to seek WSG's approval.

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Food and Beverage** **F&B Ambassador**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
<u>Pre-service</u> 1. Check technological tools are in working order (as adopted by establishment): • *Digital menus* • *POS* • *Online Billing* 2. Apply basic troubleshooting techniques in event technological tools are not working: • *Wiring* • *Power source* • *Rebooting* 3. Check operating equipment (Electrical equipment, chinaware, glassware and cutlery): • *Clean* • *Not defective* • *Sufficient quantities* • *Stored correctly*	• Practice good safety guidelines in accordance with organization guidelines • Practice good safety guidelines in accordance with organization guidelines	10 days		

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<u>Service</u> 4. Answer questions regarding meals • *Present menu* • *Menu items* • *Daily specials/chef recommendations* • *Cooking methods* • *Cooking times* • *Special ingredients* • *Dietary considerations* • *Food nutrition*	• Answers are accurate	6 days		
5. Read customers • *Body language* • *Types/ profile of guests* • *Ask questions*	• Interpretation of customer profiles is accurate	5 days		
6. Make food recommendations • *Suggest menu items based on customer's preferences* • *Provide alternatives* • *Take food orders*	• Appropriate recommendations are made • Food orders are taken accurately • Food orders are processed correctly • Assist guest to use digital menus where necessary (for self-ordering)	5 days		
7. Make Beverage recommendations		7 days		

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• *Types of aperitifs/ types of beverages* • *Types of wines* • *Food pairing with wines* • *Recommend beverages based on customer's preference* • *Provide alternatives* • *Take beverage orders* 8. Serve food and beverage orders	• Alcoholic beverages are recommended taking into consideration the Liquor Licensing Legislation • Assistance rendered to guest on how to use digital menus where necessary (for self-ordering) • Beverages are served in accordance to organisational procedures and guidelines • Alcoholic beverages are served to permitted customers • Food is served and cleared in accordance to organizational guidelines and procedures • Equipment are held in accordance to organizational guidelines and hygiene, health and safety legislation	6 days		
9. Handle challenging situations • *Guest feedback* • *Food* • *Beverage* • *Spillage* *Wrong bill*		5 days		
<u>Post service</u>		10 days		

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10. Reset tables • Soiled dishes are cleared • Table is disinfected • Food waste is disposed off 11. Check Electrical equipment • Switched off • Re-charged • Cleaned/ Disinfected				