

What are the five most important things a Food & Beverage Associate must do well? (May vary based on role: frontline, support and management)

- Customer Service
- Food Safety and Sanitation
- Cash Handling
- Controlling Costs & Fiscal Responsibility
- Effective Communication/Teamwork

Customer Service – if Star Service is the foundational training, what are you currently doing to reinforce productive customer service behaviors?

- “Give ‘em the Pickle” (CNRJ, CNRSE)
- Train Wreck (CNRNW – Whidbey Island)
- Standards of Service, Mission and Vision Statements (CNRK)
- Secret Shopper Program (CNRSE)
- Partnering new employee with skilled employee – manager follow up with new employee and coaches skilled employee if not properly training newbie. (CNRMA)

Productive customer service include:

- Greet the customer
- Smile, Friendly
- Care or caring
- Great attitude
- Always put your customer’s needs first
- Guest skills – Be hospitable
- Show interest in the customer – talk with guests
- Listen to the guest/customer needs
- Understand the customer needs
- Keep the customer happy
 - Get orders correct
- Give a darn
- Answer questions about facility, know products
- Explain the specials (upsell – know your menu)
 - Get customer to buy and try new things
- Know where to get the answers
- Check back and see how they are doing
- Work to help the customer
- Ensure great guest service

- Collect customer feedback
- Be a customer
- Remember both INTERNAL AND EXTERNAL CUSTOMER SERVICE

Food Safety and Sanitation

- Train
- Follow proper health and safety rules
- Neat appearance – uniform, good grooming, professional appearance, represent yourselves
 - Setting up your station
 - Clean your table
- Cleanliness for entire facility
- Proper prep and service of food & beverage

Cash Handling

- Train
- Follow procedures
- Accuracy
- Run POS
- Take money from and give money directly to the customer

Financial Responsibilities (Be a good steward for the program)

- Move us forward
 - Plan, Organize, Manage, Train, Lead, Recruit/Hire, Flexible, Build a Solid Team, Manage Personnel Issues, Communicate with staff
 - Know your policies, procedures and instructions
- Cost Controls
 - Contracts
 - Costs of Goods
 - Cost Cards
 - Pricing (reasonable)
 - Quality food
 - Portion Control
 - Train Staff
 - Know your products
 - Understand site menu and offerings
 - Food Prep
 - Train staff
 - Properly prepare
 - Know how to cook

- Good cook
 - Know menu substitution practice
 - Get orders correct
 - Properly serve food (and beverage)
 - Waste Control - reduce product prepared
 - Inventory Controls
- Fiscal Responsibility
 - Financial planning and analysis
 - Know Business Rules and Regulations
 - Follow & implement SOPS
 - Know and manager contracts
 - Balance Staff Schedule
 - Manage Time/Multi Task
 - Control Cash Flow
 - Take Ownership
 - Marketing – Aggressive Outreach

What are you currently doing?

Manager at Subase New London (NRMA) created workbook, templates, etc. to teach staff cost controls. Tasks are completed manually to ensure everyone understand how to do it and why it's important. Very successful!!!

Effective communication – Teamwork

- Team dynamics
 - Show up to work on time
 - Be prepared to work
 - Work as a team, well with your co-workers, team player
 - Ownership Driven
 - Understand your responsibility (role)
 - Be consistent
 - Follow directions
 - Practice work etiquette
 - Good work ethic
 - Willingness to do all jobs
 - Properly trained to do your job
 - Be Trainable
 - Willing to learn (even advance)
 - Know where to get the answers

- Proper communication among the team
- Know when to ask for help
- Take pride in your work
 - Do the right thing
- Ensure all staff have the necessary tools to do their job
- Follow up
- Finish what they start
- Practice good internal customer service
 - Remain cool under pressure
 - Work quickly and efficiently
 - Work well under stress
 - Think on your feet
 - Be able to engage with other staff members
 - Be respectful
- Effectively communicate
 - LISTEN
 - Ask questions
 - Be creative
 - Be flexible, adapt
 - Be knowledge
 - Solve problems
 - Provide Feedback
 - Mentor staff
 - Know other FFR programs and services
 - Become an Advocate for FFR
 - Have a better understanding of operating cost, the what, why and how it affects them directly.
 - Understand the diversity of our operations and the necessity to be open minded to the business needs i.e. various hours, tasks, busy days, slow days, etc.

What metrics are meaningful to you?

- Comment cards
- After action reports
- Financials
- ICE comments
- Direct customer feedback
- Secret shopper program

What can N947 do to assist in meeting the specific business driven performance improvement needs of the F&B program?

- Listen to us as the SME's, one size does not fit all.
- Learn our current best practices. Acknowledge what we are already doing and partner with us on products we believe will help us.
- Make the cash handling training available as soon as possible.

Information provided from post it note activity.

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Admiral Kidd Catering and Conference Center

Naval Base Point Loma, NMAWC

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