

# Restaurant Service Training

## Goals

- Enhance guest satisfaction through consistent, professional service delivery
- Build staff confidence in guest interactions, service techniques, and beverage recommendations
- Establish solid service standards across teams and properties.
- Support employee development, engagement, and long-term retention

## Why GSL?

- Swiss content from top-ranked Swiss vocational schools
- Learning platform with digital onboarding, learning guides and assessments
- Engaging, interactive learning experience
- Practical knowledge that translates to immediate results

## How it works

### Approach

A 100% digital, self-paced program—combining theory and industry best practices

### Who should enroll?

Entry-level hospitality employees and aspiring hospitality service professionals

### Schedule

200 hours / self-paced  
Approx 12hrs/week over 4 months

### Enrollment and payment

Price tbd according to amount of licenses

You'll receive an enrollment link after payment and learner can start immediately

## Benefits for your company

### Guest satisfaction

Improved guest satisfaction scores and online reviews

### Employee retention

Higher employee retention, engagement and reduced recruitment costs

### Standardization

Greater consistency with brand standards and quality expectations

### Operational efficiency

Measurable ROI through improved onboarding and efficiency

# Course curriculum

## Restaurant Service Training

250 hrs

### Summary:

From personal presentation, guest interaction, and service procedures to beverage knowledge, operational standards, and service techniques that contribute to a consistent, high-quality guest experience.

### Guest-facing presentation

- Personality
- Communication

### Service operations and guest care

- Before service
- Service organization
- Service workflows and styles
- Breakfast service

### Operational standards

- Value preservation
- Waste management
- Hygiene
- Occupational safety & health protection
- Fire protection

### Beverage fundamentals

- Water
- Juices, specialty & sweet drinks
- Milk and blended milk drinks
- Coffee theory
- Coffee practice
- Tea
- Fundamentals of alcohol
- Beer
- Wine
- Aperitifs
- Cocktails
- Spirits