

Restaurant Service Training

Goals

- Enhance guest satisfaction through consistent, professional service delivery
- Build staff confidence in guest interactions, service techniques and 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
Aprox 12hrs/week over 4 months

Getting started

To get started with this course, contact us using the link below.

Get started →

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

200 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