

## The Art of Service

### Participants will learn:

- The concepts on which the business is built - vision, mission etc
- The Ten Golden Rules of Service
- As a team member, to play his or her full part
- To embrace ownership, teamwork, integrity and urgency
- To deliver the highest standards of service consistently and continuously
- To ensure business and commercial objectives are met while at the same time ensuring total guest satisfaction

- 🕒 From 30 minutes to 3 hours
- 👥 From 5-6 players up to 12 (in six pairs)
- ❓ Staff at any level
- £ £500 ex vat

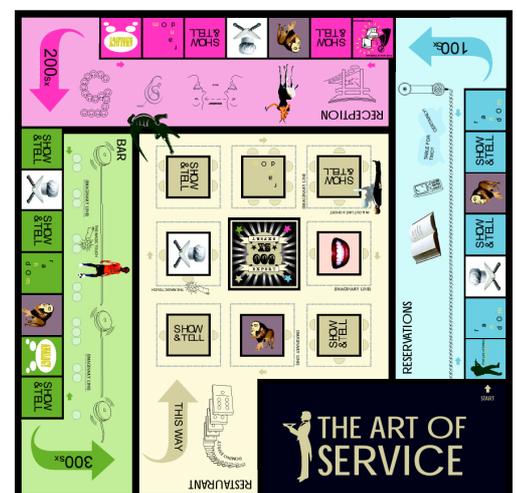
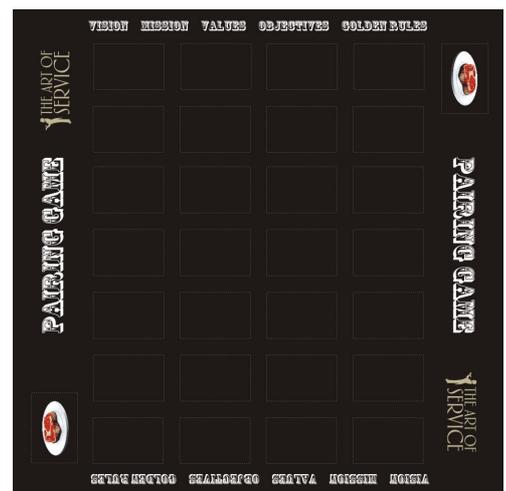
Achieve quality and excellence in your restaurant team with this fun, creative, participative and powerful training tool.

Fred Sirieix, Trainer in the BBC TV series 'Michel Roux's Service' is the award-winning General Manager at Galvin at Windows, the Michelin-starred restaurant at The London Hilton on Park Lane. His inspired new training tool, **The Art of Service**, cleverly teaches the very essence of what hospitality and service in the restaurant business are all about.

Essentially, it is about the people in your business and one of the main goals of the game is to align each individual with the organisation as a whole. All staff must fully understand their own role, the role of every other person in the organisation and the concept of one, big, team.

The game is in two parts. First is a straightforward Pairing Game to introduce basic business concepts - vision, mission, objectives values - and Ten Golden Rules of Service. **The Art of Service** will convey these business foundations clearly and memorably to all your staff. In the second and main part - The Restaurant Game - participants follow the traditional guest journey (around the Board), from the moment a guest books to the moment he or she leaves the restaurant. Issues such as staff skills and knowledge, as well as the beliefs and attitudes required for success, are all addressed.

The experience 'raises the bar' by teaching staff exactly how to meet guest's expectations as well as helping management to get the best from their staff. **The Art of Service** promises an inspired and creative approach to learning and an effective way, at any time, to evaluate and measure success.



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### Trainer's Role

#### The Pairing Game

- 1 Shuffle the Pairing Game cards (28 in total). Place face down on the 28 rectangles on the board. The Feed the Lion cards go on their designated square.
- 2 The first player chooses any two cards. If the pair does NOT match they are replaced on the board, and remembered and play moves to the next person.
- 3 When a matching pair is found the player reads out the statement on the cards eg. "What is your restaurant vision?" Player responds with guidance as necessary from you.
- 4 Correctly and fully explained cards are rewarded with a Feed the Lion Card (useful in Part 2).
- 5 When all cards are paired and explained and the all-important direction and goals of the business are fully understood, play progresses to the Restaurant Game.

#### The Restaurant Game

- 1 Place Restaurant Game cards and money on the Facilitator's Board: 224 cards in total. Have props ready eg tray, napkins.
- 2 Start in Reservations. 1<sup>st</sup> player throws dice to move forwards and back on the squares. The square he/she lands on indicates the pile from which to take a card.
- 3 Player reads the card and responds accordingly - demonstrating a skill, explaining a process, facts & figures, role-playing, opinions etc. Your role is to establish positive dialogue and to support and guide as necessary.
- 4 Correct responses are rewarded with money. Incorrectly answered cards answers can be thrown open to other players to earn extra and get ahead. Once players earn enough they move to the next section - and so on to the Restaurant.
- 5 Watch out, Lion Squares represent unhappy customers. Miss a turn or give them steak with a *Feed the Lion* Card. A Smile Square - happy customer - earns 20 Sx (the currency).
- 6 The first person to gain 500 Sx in the Restaurant wins and becomes an expert in the Art of Service.

Full guidance in the Facilitator's Manual that comes with the pack.

### Testimonials



#### Michel Roux Jr, Le Gavroche Restaurant

Fred is passionate about his profession and his desire to teach is infectious - what a great tool.



#### Russell Norman, Polpo Restaurant Soho

Fred Sirieix is a dynamic restaurant professional who inspires with his energy and enthusiasm. The Art of Service is Fred in a box.

#### Nick Scade, Academy of Food & Wine Service Skills



The Art of Service is a fantastic and a much-needed additional restaurant service training resource. It is brilliant and so simple to use.

**John Williams MBE, Academy of Culinary Arts / Executive Chef, the Ritz** The Art of Service captivates the whole group. Well done Fred!



Fred Sirieix



### Pack Contents

- Facilitator's Manual
- Facilitator's Board
- Participants' Game Boards (Two)
- Playing pieces & Dice
- The Art of Service Sticker

#### Pairing Game Cards

- Golden Rules Cards
- Vision, Mission, Values & Objectives Cards
- Set of 20 Feed the Lion Cards

#### Restaurant Game Cards

- First Impression Cards
- Analogy Cards
- Show & Tell Cards
- Random Cards
- Kitchen Cards
- Bank Notes
- The Art of Service Restaurant Sticker

### Ordering

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 Delivery UK usually next working day, elsewhere 1-6 working days depending on location