

SCHOOL_____

STUDENT TRAINING PLAN FOR COOPERATIVE EDUCATION

INSTRUCTOR_____ PHONE NUMBER_____

STUDENTS NAME:

ADDRESS:

TOWN: STATE: ME ZIP:

PARENTS NAME:

SOCIAL SECURITY NO:

DOT CODE : 310.137-010 Host-Hostess

GENERAL GOALS FOR THE STUDENT LEARNER : Supervises and coordinates activities of dining room personnel to provide fast and courteous service to patrons. Schedules dining reservations and arranges parties for special or special services for patrons. Greets guests, escorts them to tables, and provides menus. Adjusts complaints of patrons. Assigns work task and coordinates activities of dining room personal to ensure prompt and courteous service to patrons. Inspects dining room serving stations for neatness and cleanliness, and requisitions dining room supplies for tables and serving stations. May prepare beverages and expedite food orders. May total receipts, at end of the shift, to verify sales and clear cash register. May collect payment from customers.

OBJECTIVES TO BE COMPLETED BY THE STUDENT LEARNER: To seat customers in an orderly manner while coordinating service for all wait staff. Answering inquires relative to items on the menu, and otherwise attending to the wishes of the customers. Understanding the mission of the industry and affording the customer and the industry the service that is to be performed in a professional manner.

SKILLS THE STUDENT LEARNER SHOULD ACQUIRE DURING HIS/HER TRAINING PROGRAM:

1. Coordinating the placement of customers for wait staff.
2. Greeting of patrons who are at your business for service.
3. Understanding time restraints on patrons who have other engagements.
4. Customer Service
5. Ensure prompt and courteous service to patrons.
6. Preparing tables with silverware and linen for patrons.
7. Understanding the seating of handicapped patrons who require service.
8. Making available menus and specials of the day for all patrons.
9. Understanding of cashier operations.
10. Seating of all patrons in your place of business.
11. Misc. Items that are deemed needed by employer.

SAFETY FEATURES THE STUDENT SHOULD KNOW ABOUT HIS/HER PLACE OF EMPLOYMENT:

1. Emergency Phone Numbers (911)
2. Safety Glasses
3. Work Gloves
4. First Aid Kit
5. Proper Clothing and Uniforms
6. Eye Wash
7. Emergency Exits
8. Fire Blankets.
9. Fire Extinguisher and Location and Proper use of Them.