F&B TIPS
TRAIN | INSPIRE | EXCEL

★ TRAINING SERIES ★

PRE-SERVICE BRIEFING

PLAN TOGETHER, SERVE BETTER

> A great service starts with a great briefing. Aligned team, smooth service, happy guests.



BRIEFING COVERAGE

1. DAILY OVERVIEW
Review the day's important information, events and reservations.

2. MENU & SPECIALS
Go through specials, new items, ingredients and key selling points.

3. ROLE ASSIGNMENT
Assign stations, sections and responsibilities clearly.

4. SERVICE FOCUS
Highlight service standards, priority areas and guest experience goals.

5. COMMUNICATION
Share any messages, updates or changes with the team.

6. MOTIVATION
Inspire the team, boost morale and set a positive tone for the day.

FOCUS POINTS

BE PREPARED
Come on time, know the plan, lead the team.

BE CLEAR
Communicate clearly and confirm understanding.

BE POSITIVE
Encourage, appreciate and motivate your team.

BE SOLUTION-ORIENTED
Address challenges, find solutions and move forward.

BE UNITED
One team, one goal – deliver exceptional service together.

PRO TIP

A 5–10 minute briefing can make the whole service day smooth and successful.

★ *PREPARE TOGETHER, PERFORM TOGETHER, SUCCEED TOGETHER* ★

3:00 PM – 4:00 PM | By Mr. Dewan | ★ BE PREPARED • STAY ORGANIZED • DELIVER EXCELLENCE