F&B TIPS
TRAIN | INSPIRE | EXCEL

★ TRAINING SERIES ★

KEY MESSAGE
SERVICE PHILOSOPHY

PEOPLE FIRST, SERVICE ALWAYS

> We don't just serve food, we create memorable experiences. Every guest. Every time.



REMEMBER
Happy Team = Happy Guests
Happy Guests = Success for All

OUR SERVICE PROMISE

WE CARE
We treat every guest with respect and warmth.

WE DELIVER
We deliver what we promise with consistency and pride.

WE STRIVE
We always give our best and aim for excellence.

WE OWN IT
We take responsibility and solve problems.

WE WORK TOGETHER
We support each other and succeed as a team.

WHAT GUESTS REMEMBER

GREETED WARMLY	LISTENED CAREFULLY	SERVED SINCERELY
First impressions last forever.	Understanding their needs matters.	It's not just service, it's hospitality.

FELT COMFORTABLE	FELT VALUED	LEFT HAPPY
A clean, safe and pleasant environment.	Make every guest feel special and important.	A great experience brings them back.

SERVICE IS NOT A TASK, IT'S OUR PASSION.

BE PROUD OF WHAT YOU DO. TOGETHER, LET'S CREATE EXTRAORDINARY EXPERIENCES EVERY SINGLE DAY.

ONE TEAM • ONE STANDARD • ONE GOAL • EXCELLENCE

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