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.

We are not just a team, we are a commitment to excellence."



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.

OUR GUIDING PRINCIPLES

RESPECT
We value every guest and every team member.

INTEGRITY
We do the right thing, always.

FOCUS
We focus on details that create impact.

IMPROVEMENT
We learn, improve and grow everyday.

WHAT DRIVES US

HAPPY GUESTS
Their smiles are our reward.

STRONG TEAM
Together we are unstoppable.

EXCELLENCE
Excellence is not an act, it's a habit.

PASSION
We love what we do and it shows.

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

Together, let's create extraordinary experiences and make every visit unforgettable.

ONE TEAM ★ ONE STANDARD ★ ONE GOAL ★ EXCELLENCE

BE PREPARED
Preparation leads to confidence.

STAY ORGANIZED
Organization leads to efficiency.

DELIVER EXCELLENCE
Excellence creates trust and loyalty.

MAKE IT MEMORABLE
Small gestures create lasting memories.

LEAVE A MARK
Be the reason guests want to come back.

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