F&B TIPS
TRAIN | INSPIRE | EXCEL

★ TRAINING SERIES ★

SERVICE PHILOSOPHY

OUR PURPOSE. OUR PASSION. OUR PROMISE.

"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."



PEOPLE FIRST, SERVICE ALWAYS

When we care for our team, they deliver from the heart. Happy Team = Happy Guests.

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	INTEGRITY	FOCUS	IMPROVEMENT	ACCOUNTABILITY
We value every guest and every team member.	We do the right thing, always.	We focus on details that create impact.	We learn, improve and grow everyday.	We take ownership and deliver results.

WHAT DRIVES US

HAPPY GUESTS	STRONG TEAM	EXCELLENCE	PASSION	HOSPITALITY
Their smiles are our greatest reward.	Together we are unstoppable.	Excellence is not an act, it's a habit.	We love what we do and it shows.	It's not just service, it's our culture.

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

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

EVERY DAY, WE COMMIT TO

BE PREPARED	STAY ORGANIZED	DELIVER EXCELLENCE	MAKE IT MEMORABLE	LEAVE A MARK
Preparation leads to confidence.	Organization leads to efficiency.	Excellence creates trust and loyalty.	Small gestures create lasting memories.	Be the reason guests want to come back.

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