

Service Basics

Directions: Fill in the blanks as you read the section in the textbook or listen to lectures and view demonstrations.

Host

1. _____
2. _____
3. _____

Server

1. _____
2. _____
3. _____
4. _____

Busser/Runner

1. _____
2. _____

Cashier

1. _____
2. _____

Service Skills

- | | |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | 6. _____ |

Use of Time and Motion

1. _____
2. _____
3. _____

Serving Customers

Directions: Fill in the blanks as you read the section in the textbook or listen to lectures and view demonstrations.

Server's Role

- | | |
|----------|-----------|
| 1. _____ | 7. _____ |
| 2. _____ | 8. _____ |
| 3. _____ | 9. _____ |
| 4. _____ | 10. _____ |
| 5. _____ | 11. _____ |
| 6. _____ | 12. _____ |

Hand Service

- _____
- _____

Tray Service

- _____
- _____
- _____
- _____
- _____
- _____

Handling Credit Cards

- _____
- _____
- _____
- _____

(Continued on next page)

Serving Customers, continued

Cold Beverage Equipment

1. _____

2. _____

Hot Beverage Equipment

1. _____

2. _____

3. _____

Cleaning Beverage Equipment

1. _____

2. _____

3. _____

