

Complementary Competency Programme

RESTAURANT SERVICE: THE PSYCHOLOGY OF SERVICE AND THE ART OF SERVING

“Discover your secret talent”

Beginner's Level

This programme was designed to develop talent in using the different methods of services currently practised in the industry.

Objectives

- To demonstrate proper grooming standards, professionalism, a positive attitude and interpersonal skills required in an F&B service operation
- To apply the standard of service in the F&B industry



Date & Time:

27 October 2018 (9.00am-12.00pm)

Fee : RM 60 (UCSI students/alumni)
RM 100 (Public)

Venue : RESTAURANT DE PRACTIQUE,
FHTM (North Wing) UCSI University.

Programme Structure:

1 sessions x 3 hours

Session 1:

- Grooming, attire and soft skills
- Service skills
- Table setting
- Napkin folding

Payment detail: Internet / Giro Transfer / Cash deposit via ATM / Cash Payment at Finance Counter, UCSI University KL Campus

Acc No: CIMB Bank 86-0213894-3 (UCSI Education Sdn Bhd)

Please state 'CCP FHTM' during payment.

Kindly contact: Assistant Professor Hanafi Hamzah (hanafi@ucsiuniversity.edu.my) if interested to join.