
Northampton Community College
Restaurant Supervisory Skills Training
Spring 2019

Statement of Need – Restaurant managers are often exceptional employees (servers, bartenders, etc.) who have been identified for their abilities and promoted to a position in which they will lead and manage others. While they have the mind-set and skills to perform the work themselves, they may not have what it takes to create the mindset and develop the skill in others. Customer service is key, along with building leadership capacity and financial acumen.

Outcomes – Participants will:

- ✓ Overview the theory and practice of guest service as well as the value of building guest loyalty.
- ✓ Explore concepts around leading others and best practices in creating a team of willing followers.
- ✓ Make application to their employees / organization.
- ✓ Experience fundamental operational and accounting principles on managing and controlling a foodservice facility.

Agenda

Session 1 – Customer Service

- Understand a “moment of truth”
- Customer expectations
- Effective communication in a guest service encounter
- Customer service recovery
- Application – How will you respond?

Session 2 – The Mindset of a Leader

- Lean thinking – are you wasting a resource?
- Understanding human motivation
- The power of a positive model and praise
- Investing in others
- Application – What will you do?

Session 3 – Best Practices in Leadership

- Strategic communication
- Engagement
- Relationships
- Goals and Expectations
- Feedback
- Accountability
- Application – What needs your attention?

Session 4 – Fundamentals of Restaurant Finance

- Food service controllable costs
- Menu pricing
- Controlling labor costs
- Product standards
- Application – How to analyze food, beverage and labor costs?



Search www.northampton.edu/LifeLearn with Course Code to REGISTER

Course Code	Course Name	Time	Date	Fee
FDBXL101	Customer Service	10am-2pm	Mon., Feb. 4 th , 2019	\$109
FDBXL102	The Mindset of a Leader	10am-2pm	Mon., Feb. 11 th , 2019	\$109
FDBXL103	Best Practices in Leadership	10am-2pm	Mon., Feb. 18 th , 2019	\$109
FDBXL104	Fundamentals of Restaurant Finance	10am-2pm	Mon., Feb. 25 th , 2019	\$109

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