Hatting for Servers

**The Role of a Server:**

Servers should be personable and accommodating because they have the most interaction with guests. Using their knowledge of the menu, they take customer orders, answer questions, and make suggestions. They interact with kitchen staff, prepare checks, and collect payment.

**Scott Joseph Serving Course Videos:**

1. Section 7.1 The Role of the Server in the Restaurant System – 7m
2. Section 7.2 The Qualities of a Server – 5m
3. Section 10.6 Pivot Point Order Taking – 8m
4. Section 9.1 Proper Placement and Handling of Flatware – 5m
5. Section 10.1 How to Serve & How to Clear – 3m
6. Section 10.2 How to Pour Water – 2m
7. Section 10.4 Moving Through the Restaurant – 1.5m
8. Section 12.1 Don't Say That - Say This – 5.5m
9. Section 12.2 How to Speak – 4m
10. Section 10.5 Handling a Complaint & Compliment – 9m
11. Section 13.1 The Art of Upselling – 11m

TOTAL: 60 minutes.

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**Start to Finish Overview:**

1. Section 11.1 Chronology of the Guest Experience Part 1 – 5.5m
2. Section 11.2 Chronology of the Guest Experience Part 2 – 7m
3. Section 11.3 Chronology of the Guest Experience Part 3 – 7m

TOTAL: 20 minutes.