

QUICK SERVE RESTAURANT MANAGEMENT SERIES EVENT

INSTRUCTIONAL AREA Professional Development

PERFORMANCE INDICATORS

1. Develop a list of workplace rules and regulations.
2. Identify and give examples of positive work attitudes.
3. Make a list of qualities of successful food service employees.
4. Explain the rights of workers.
5. Detail ways to minimize staff turnover.

DESCRIPTION: Knowledge of employee discipline strategies

INSTRUCTIONAL AREA Selling

PERFORMANCE INDICATORS

1. Explain the role of customer service as a component of selling relationships.
2. Explain key factors in building a clientele.
3. Explain the selling process.
4. Discuss motivational theories that impact buying behavior.
5. Detail the process of “up-selling” and other forms of marketing at tableside.

DESCRIPTION: Knowledge of selling strategies to increase sales