

A close-up photograph of a hand pouring milk from a glass pitcher into a white cup filled with coffee. The milk is being poured in a way that creates a latte art design on the surface of the coffee. The background is dark and out of focus.

SWEET TREATS CAFE

Learner Guide

SWEET TREATS CAFE

SERVER TRAINING

Sweet Treats Cafe

LEARNER GUIDE

Use your learner guide to record notes and findings through out the training.



By the end of this training you should be able to do the following:

- ☐ I can initiate customer contact at Sweet Treats Cafe.
- ☐ I can take the customer's drink and food order.
- ☐ I can deliver the customer's drink and food order.
- ☐ I can ensure customer satisfaction.
- ☐ I can efficiently end table service.

Check each item off when you successfully complete it.

DISCUSS



Think about the last time you had a phenomenal experience at a cafe or bakery. What made the experience phenomenal? How did it make you feel?

The Serving Process

Use the spaces below to take notes as you learn about the serving process at Sweet Treats Cafe.

**INITIATE
CUSTOMER
CONTACT**

1

.....

.....

.....

.....

.....

**TAKE FOOD
&
DRINK ORDER**

2

.....

.....

.....

.....

.....

**DELIVER
FOOD &
DRINKS**

3

.....

.....

.....

.....

.....

The Serving Process

Use the spaces below to take notes as you learn about the serving process at Sweet Treats Cafe.

ENSURE CUSTOMER SATISFACTION

4

.....

.....

.....

.....

.....

END TABLE SERVICE

5

.....

.....

.....

.....

.....

EXTRA NOTES

.....

.....

.....

.....

.....

Assessment Rubric



PREPARE FOR YOUR ASSESSMENT

Below is the rubric that will be used for your role-play assessment.

☐

Initiated Customer Contact

- Greeting, stated name, named cafe specials, stated unavailable items and asked for allergies/dietary restrictions.

☐

Took customers food and beverage order

- Asked for food order, wrote items down, entered customers order into computer system.

☐

Delivered customers food and beverage order

- Delivered food, asked customer if they need anything else.

☐

Ensured customer's satisfaction

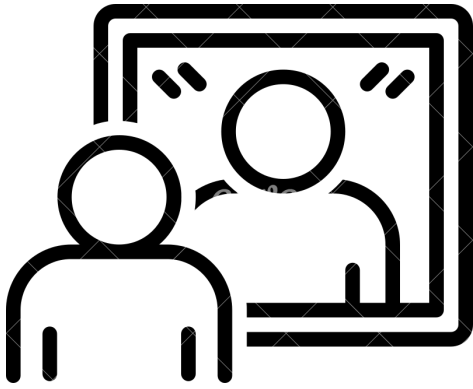
- Checked on customers satisfaction (i.e) "How's are you enjoying your meals?"

☐

Efficiently ended table service

- Checked on customers, cleared dishes, brought check, collected check and payment, entered payment in computer system.

Assessment Rubric



Reflect on your role-play assessment.
Mark up the rubric to do a self
assessment before you get your results.

In the space below, describe what you did well and what you still need to work on?

[illegible]

NOTES

[illegible]