



CREST RESORT & POOL VILLAS

Food & Beverage trainees



WELCOME TO CREST RESORT & POOL VILLAS



CREST RESORT & POOL VILLAS IS A CONTEMPORARY HILLTOP RESORT ABOVE PATONG, OFFERING A CALM AND PRIVATE SETTING SURROUNDED BY TROPICAL GREENERY.

LOCATED AWAY FROM THE BUSY BEACHFRONT, CREST OFFERS A PEACEFUL ATMOSPHERE WITH SEA VIEWS FROM SELECTED AREAS, SPACIOUS ROOMS, AND PRIVATE POOL VILLAS IN AN ELEVATED ENVIRONMENT.



BACKGROUND

CREST RESORT & POOL VILLAS IS A FIVE-STAR LUXURY RESORT LOCATED ON A HILLSIDE OVERLOOKING THE ANDAMAN SEA NEAR PATONG BEACH.

CREST RESORT & POOL VILLAS IS ALSO THE UPPER-UPSCALE TO LUXURY MARKET SEGMENT AND PRIMARILY TARGETS COUPLES, HONEYMOON, AND GUESTS TRAVELLING FOR RELAXATION AND SPECIAL OCCASIONS.

THIS HOTEL IS AN INDEPENDENT LUXURY RESORT OWNED AND MANAGED BY THE ANDAKIRA GROUP, A THAI HOSPITALITY GROUP OPERATING SEVERAL HOTELS AND RESORT IN PHUKET.



POSITION & JOB ASSIGNMENT

FOOD & BEVERAGE TRAININES



- Room service - take orders from the guests, post and print the bills, making the beverage and delivery the order
- Food & drinking runner- check the order and take order from the kitchen, take the beverages order from the bar

POSITION & JOB ASSIGNMENT

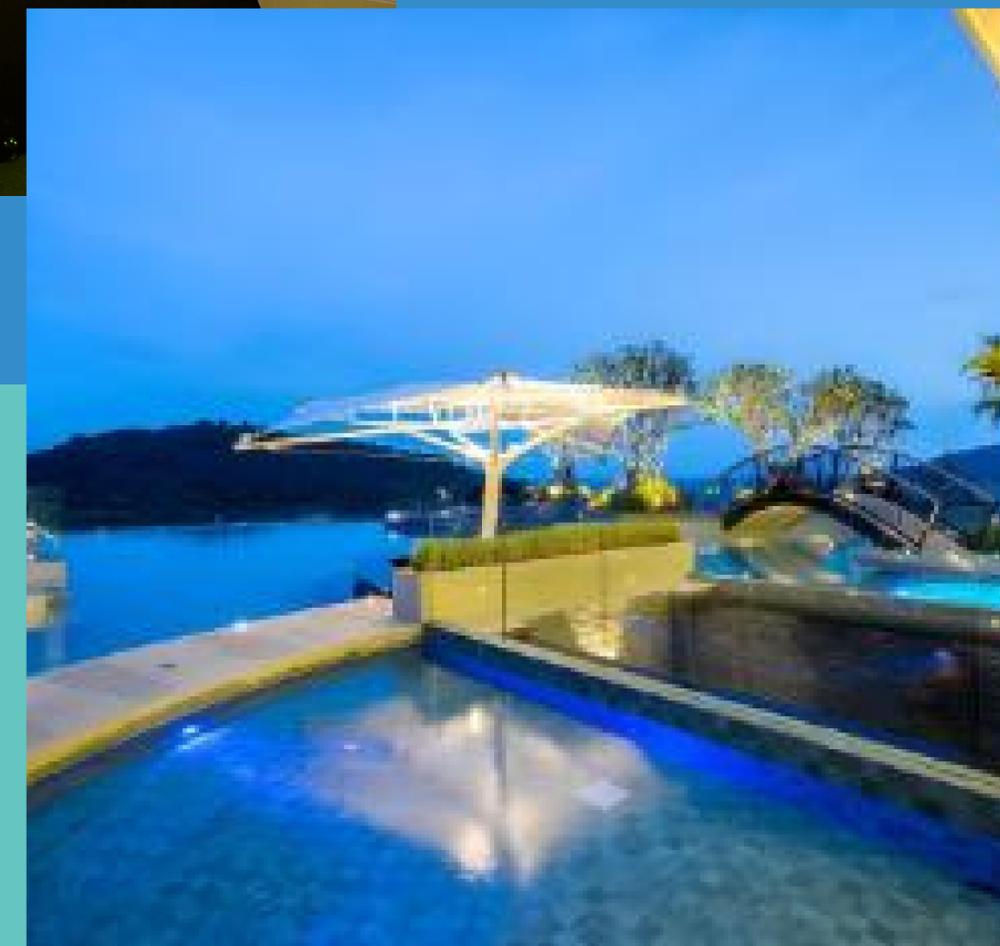
FOOD & BEVERAGE TRAININES



- Stand by the outlets- set up the dining room to be ready, welcoming the guests, taking the order, delivering the food and beverages, farewell the guests
- Manpower- banquet, set up and decorated for the event



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THE CHALLENGES & HOW TO FIX



-the guests behavior and manner

-the accent of the guests when they order the room service

Try to understand what they are and just keep your mind on, it not, let the supervisor deal with.

Be concentrating on the guests order, try to speak slowly and repeat their order, if not, let the staff help and deal with.

THE IMPRESSION OF WORKING

-All staff are kind and be respectful to the trainees

-All staff members pass on knowledge of the food and beverages section to trainees kindly and friendly

-No one blame the other for the mistakes, but they will learn and teach it other because the mistakes make them stronger





THANK YOU FOR
YOUR ATTENTION