

# Hotel Training Programme

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[www.hoteltrainingprogramme.com](http://www.hoteltrainingprogramme.com)

## 300 Hotel Related Downloads

(Checklists, Formats, Programmes, Software, Tools, Forms, Training Presentations, Calculation sheets and many more)

**A Complete Resource for all your Hotel, Resort, Restaurant and Bar Operational, Training and Management needs**

**Promotional Offer: 3 for the Price of 1**

**(Offer Valid for Limited Period)**

300 Formats, Checklists, Programs, Software, Tools and Training Presentations of Hotel Training Programme are divided in to the following Three Modules:

Please see the detailed list below to know about the contents of all the 300 Hotel Related Items:

## Module One

Module one contains 100 ready to use Checklists and Formats to guide Management and Staff in Standardizing , Training ,Quality Control and many more aspects

(Please see the detailed list below).

## Module Two

Module Two contains 100 ready to use Programs, Software and Tools to do your ready calculations from Costing and Pricing Food and Drinks to Budgets and many more aspects

(Please see the detailed list below).

## Module Three

Module Three contains 100 Training Presentations, which Helps in learning about Hotel Operations of all the Departments in a Hotel and also useful in Training Hotel Staff and Hotel School Students (Please see the detailed list below).

For other Hotel Relevant Information please visit our [Step By Step Guide to Build a Hotel](#) and [Your Complete Guide to Manage Hotels](#).

For Food and Beverage Relevant Information, Please visit [Food and Beverage Bible](#) and [Food and Beverage Guru](#).

Please visit the following Website for further detailed Information on Hotel Training Programme:

[www.hoteltrainingprogramme.com](http://www.hoteltrainingprogramme.com)

# Hotel Training Programme : Module One

## One Hundred Checklists and Formats

### Front Office

Front Office Guidelines

Concierge Guidelines

Reservations Standards

Guest Service Standards

Front Office Morning Shift Checklist

Front Office Evening Shift Checklist

Front Office Night Shift Checklist

Room Rates Classification

Front Office Daily Control Sheet

Credit Card Authorization Form

Group Reservation Form

Monthly Rooms Forecast Report

### House Keeping

House Keeping Guidelines

House Keeping Telephone Skills

Guidelines for Checking Rooms

Cleaning Guest Room

Cleaning Guest Bathroom

Bed making

Cleaning Checked Out Room

Cleaning Vacant Room

Second Service of Guest Room

Evening /Turn down Service

Public Area Cleaning

Spring Cleaning

Guest Room Amenities Checklist

Competitive Hotel Amenities Analysis

Guest Room Cleaning Checklist

Guest Room Inspection Checklist

Room Attendant Daily Report

Public Area Checklist

Deep Cleaning Checklist

House Keepers Checklist

## Food and Beverage

Buffet Service Guidelines

Banquet Service Guidelines

In Room Dining Guidelines

Mini Bar Guidelines

Restaurant Opening Checklist

Restaurant Closing Checklist

Bar Opening Checklist

Bar Closing Checklist

Breakfast Quality Standards

Light Meal Quality Standards

Lunch Quality Standards

Dinner Quality Standards

Drink Service Quality Standards

In Room Dining Quality Standards

Mini Bar Quality Standards

World Food and Beverage Standards

Banquet Checklist

Pre Meal Checklist

Service Staff Etiquette

Restaurant Reservation and Telephone Procedure

Steps of Service

Managers Opening Checklist

Managers Closing Checklist

Managers Shift Change Checklist

Banquet Manager Closing Checklist

Waiter Training Schedule

Waiter Induction Plan

Waiter Evaluation Report

Waiter Training Checklist

Waiter Side Works Checklist

## Other

Kitchen Preparation Checklist

Kitchen Cleaning Checklist

Stewarding Closing Duties

New Hire Checklist
Orientation Checklist
Department Orientation Checklist
Employee Confirmation Review
Employee Performance Review
Employee Grooming Standards
Employee Uniform Standards
Telephone Handling and Standard Phrases
Employee Training Needs Analysis Form
Employee Training and Development Plan
Employee Discipline Policy
Employee Rewards and Recognition Programmes
Duty Manager Opening Checklist
Duty Manager Closing Checklist
Manager Time Management Checklist
Daily and Weekly Management Duties Checklist
Manager on Duty Report
Management Interview Form
Food and Beverage Controls Spot Check Report
Food and Beverage Cost Control Checklist
Hotel Cost Control Checklist
Hostess Closing Duties
Security Officer Checklist
Safety Inspection Checklist
Accident Investigation Report
Maintenance Tracking and Follow up Report
Purchasing Checklist
Receiving Checklist
Storage Checklist
Competitor Review
Competitive Rate Analysis
Company Account Profile
Credit Application Form
Pre Shift Meeting Checklist
Sales Call Report
Weekly Sales Report

## Hotel Training Programme : Module Two

### One Hundred Programs, Software, Calculation Tools

Menu Pricing Software

Cocktail Pricing Software

Kitchen Menu Costing Program

Kitchen Recipe Database Program

Hotel Flash Cost Report

Hotel Budget Program ( All Departments)

Manpower Planning Program

Monthly Food and Beverage Report

Front Office Department Staff Planner

Food Stock Take Program

Hotel Market Penetration Report

Menu Profit Analysis Program

Yearly Sales Planner

Stores Month End Inventory Report

Beverage Inventory Program

Hotel Financial Summary Statement

Monthly Purchase Record

Kitchen Re Opening Checklist

Management Checklist

Operations Assessment Checklist

Employee Appraisal Program

Hotel Yearly Maintenance Plan

General Manager Review Template

Hotel Daily Reconciliation Report

Employee Payroll Program

Profit and Loss Report

Kitchen Preparation List

Food and Beverage Sales Analysis Program

Kitchen Management Program
Managers Weekly Plan
Payroll Budget Template
Hotel Room Pricing Template
Menu Engineering Program
Staff Leave and Holiday Planner
Food and Beverage Flash Cost Report
Hotel Preventive Maintenance Checklist
Daily Receiving Report
Par Stock Template
Breakeven Analysis Template
Daily Food Prep Forecasting Program
Food and Beverage OS&E List
Manager Changeover Checklist
Monthly Food and Beverage Analysis
Bar Management Program
Food and Beverage Cost of Sales Analysis
Catering Management Template
Training Budget Planner
Monthly Beverage Reconciliation Report
Profit and Loss Projections
Managers Communication Log
Hotel OS&E List
Menu Cost Calculator
Manpower Planning by Hour Program
Buffet Menu Pricing Template
Cashier Shift End Report
Food and Beverage Profitability Analysis
Hotel Discount Grid
Managers Planning Template
Food and Beverage Promotions Profit and Loss Statement
Marketing Budget Plan
Monthly Budget Forecast
Food and Beverage Cover Analysis
Banquet Beverage Control Program
Daily Bar Requisition Master Template
Kitchen Inventory Program
Hotel Income Statement
Managers Weekly Plan

Kitchen Station Production Sheet
Annual Sales Projections Program
Yearly Budget Projections
Weekly Food and Beverage Cost Analysis
Staff Closing Checklist
Shift Plan
Staff Attendance record
Turnover Cost Template
Sequence of Service Flow Chart
Outlet opening Checklist
In Room Dining Standards Checklist
Cost Form
Duty Roster Template
Float Checklist
Food and Beverage Menu Item Cost Analysis
Food and Beverage Weekly Cleaning Duties
Food Wastage Report
Breakage Report
Food Safety Assessment Checklist
Hygiene Audit Checklist
Master Pay in Sheet
Item Order Sheet
Shift Change Checklist
Back of House Work Flow Chart
Banquet Schedule Template
Conference Booking Form
Hygiene Assessment Report
Kitchen Weekly Cleaning Schedule
Menu Profitability Analysis
Menu Cost Calculator
Recipe Costing Template
Schedule Template
Service Flow Chart

# Hotel Training Programme : Module Three

## One Hundred Power Point Presentations

### Introduction

Introduction To The Hotel Industry

Hotel Organization

### Front Office

Introduction To Front Office

Front Office Management

Front Office Reservations

Guest Registration

Front Office Responsibilities

Guest Check Out and Settlement

Front Office Accounting

Night Audit

Front Office Yield Management

Revenue Management

Front Office Up Selling Skills

### Housekeeping

Introduction To Housekeeping

Housekeeping Management

Guest Room Cleaning

Public Area Cleaning

Housekeeping Inventory Control

Laundry Operations

### Food and Beverage Service

Introduction To Food and Beverage Service

Styles of Service

Table Service

Basics of Good Food and Beverage Service

Food and Beverage Mise en Place

Food and Beverage Reservations

Restaurant Sequence of Service
Beverage Service
Wine Service
Introduction to Wine
Wine Tasting
Bartending
Cocktail Making
Up Selling Skills in Food and Beverage
Up Selling Wine
Banquet Service
Banquet Sales
Costing Food
Costing Beverages
Pricing Menu Items
Menu Planning
Menu Engineering
Food and Beverage Guest Payment
Food and Beverage Guest Check Controls
Restaurant Design
Food and Beverage Management
<b>Food Production (Kitchen)</b>
Introduction to Kitchen
Kitchen Tools and Equipment
Knife Skills
Basic Cooking Principles
Stock and Sauces
Soups
Appetizers
Salads Vegetables and Fruits
Sandwiches
Fish and Shellfish
Poultry and Game
Meat
Meat Cuts
Pasta Making
Basic Principles of Baking
Bread Making Process
Food Presentation and Garnishing
Kitchen Hygiene Standards

## Others

Attributes of Good Service

Cost Control

Budgeting

Hotel Financial Statements

Cost Control Tools

Purchasing Control

Receiving Control

Stores Control

Pricing

Hotel Internal Control

Labour Cost Control

Hotel Cash Management

Cost Management

Developing a Hotel Marketing Plan

Purchasing and Receiving

Hotel Orientation

Hotel Human Resources

Recruiting and Selecting Applicants

Performance Appraisal

Service Challenges

Role of Supervisor

Telephone handling Skills

Teamwork

Employee Discipline

Employee Motivation

Conflict Resolution at Work

Effective Communications

Handling Guest Complaints Effectively

Quality Customer Service Management

SWOT Analysis

Time Management

Training and Development

Train the Trainer

Hotel Sales and Marketing

Hotel Engineering and Maintenance

Hotel Security

Role of Hotel General Manager