

Module Title: Mastering Banquet Etiquette

Target Audience: The course is designed to cater specifically to individuals who are either new hires or existing employees who need reinforcement within our organization. The primary focus of the course is on those individuals who possess limited to no prior experience in banquet service.

Learning Objectives:

1. Recall the placement of silverware and glasses on a formal dining table.
2. Distinguish the sequence of service in a meal course.
3. Apply your hospitality knowledge to effectively handle guests' requests.
4. Identify proper table-clearing etiquette.

Seat Time: *15 minutes*

Outline:

- Welcome / Navigation
- Learning Objectives
- Set-up and Preparation
- Table Setting
- Knowledge Check
- Greeting and Seating the Guests
- Running the Event
- Course Sequence
- Handling Guests Requests
- Workplace Scenario
- Clearing Tables
- Dos and Don'ts of Banquet Service
- Quiz Intro
- Summary
- Congratulations/ Certificate

Font:

Heading (Arial 24)

Body (Arial 18)

Color Palette:**Directions:**

- Focus on accuracy of content
- Provide feedback by highlighting information you'd like to comment on (text, images, cells). Click the comment button in the toolbar and type comment.
- Suggest edits by changing editing mode to suggesting. Add or delete information as needed.

Global Comments:

- Bold text on quiz slides indicates the correct answer for Quiz Questions.
- The links grant access to images.
- Unless otherwise indicated, slides will have a top border using a palette color.

Slide: 1.1 / Menu Title: Welcome			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image: Banquet event room</p> <p>Course title set in a semi transparent rounded rectangular at the left of the slide</p> <p>Name entry box Start button Navigation button</p>	<p>[Slide Title] Mastering Banquet Etiquette</p> <p>[Buttons] Start Navigation</p> <p>[Instructions] Type your name and click start to begin.</p> <p>Type your text here (Name entry box)</p>	<p><i>Narrator: Welcome to the Mastering Banquet Etiquette course. In this course, you will learn about the fundamental principles of banquet service and the essential skills required to provide top-notch service.</i></p> <p><i>If you are familiar with the course navigation, type your name and click the start button to begin. If you would like some guidance with navigating the course, click the navigation button.</i></p>	<p>Instructions to type name and name entry box fly in from the bottom of the slide in time with the VO.</p> <p>Navigation and Start buttons will fly in from the bottom of the slide in time with the VO.</p> <p>Navigation and Start buttons are disabled until the learner types a name.</p> <p>Navigation button will jump to slide 1.2</p> <p>The Start button will jump to slide 1.3</p>
Notes:			

Slide: 1.2 / Menu Title: Navigation			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image: Banquet ballroom</p> <p>Top border with color palette displays title and instructions</p> <p>Arrows point to player features</p>	<p>[Slide Title] Navigation</p> <p>[Instructions] Click next to begin the course</p>	<p><i>Narrator: Please take a moment to review the player features so you get familiar with the course navigation. If you are comfortable with the player, you may proceed to the next slide.</i></p>	<p>Arrows fly in timed with the audio.</p> <p>Instructions fade in timed with the audio.</p> <p>Next button will jump to slide 1.3</p>

		<p>Use the previous and next buttons to go backwards or forward through the course.</p> <p>You can adjust the volume by clicking here. If you would like to start the slide again, click the replay button. Use the seekbar to review a portion of the slide.</p> <p>You can pause the player here. Click the same button to resume the course. Use the menu to track your progress and revisit slides. Click the Next button now to begin the course.</p>	
Notes:			

Slide: 1.3 / Menu Title: Learning Objectives			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background should be a light palette color.</p> <p>Same top border as previous slide</p> <p>Image of a banquet server to the left of the slide</p> <p>Learning Objectives to the right of the slide</p>	<p>[Slide Title] Learning Objectives</p> <p>[Text on slide] By the end of this course, you will be able to:</p> <p>Objective 01 Recall the placement of silverware and glasses on a formal dining table</p> <p>Objective 02 Distinguish the sequence of service in a meal course.</p> <p>Objective 03</p>	<p><i>Narrator: By the end of this course, you will be able to: Recall the placement of silverware and glasses on a formal dining table, distinguish the sequence of service in a meal course, apply your hospitality knowledge to effectively handle guests requests, and identify proper table-clearing etiquette.</i></p> <p><i>Click the Next button to continue.</i></p>	<p>Slide begins with the image of a banquet server.</p> <p>Learning objectives will fly in from the bottom of the slide timed with the VO.</p> <p>Instructions will fade in timed with VO.</p>

	<p>Apply your hospitality knowledge to effectively handle guests requests.</p> <p>Objective 04 Identify proper table-clearing etiquette.</p> <p>[Instructions] Click Next to continue.</p>		
Notes:			

Slide: 1.4 / Menu Title: Set-up and Preparation			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image: Semi transparent picture of banquet table</p> <p>Top border with title and instructions</p> <p>Accordion interaction to the left of the slide. Accordion takes approximately ¼ of the slide. Tabs are shown vertically, leaving the rest of the slide for content to show within the accordion frame.</p>	<p>[Slide Title] Set-up and Preparation</p> <p>[Instructions] Click on each tab to learn more. Click Next when you are finished.</p> <p>[Accordion tabs] Round Table Setup Crescent Table Setup Classic Setup Classroom Setup</p>	<p><i>Narrator: A banquet set-up involves arranging and organizing a space to facilitate a large-scale event or gathering, often featuring a formal meal or celebration. The set-up can vary based on the type of event, but a typical banquet set-up may include the following arrangements. Click on each tab to learn more. Click next when you are finished.</i></p>	<p>Accordion tabs are blocked when slides begin.</p> <p>Next button is disabled until the learner visits all tabs.</p> <p>Accordion tabs can be visited in any order.</p> <p>When the learner clicks on each tab, it will open and display the information for that tab.</p>
Notes:			

Slide: 1.4a / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Round table image</p> <p>Subtitle above image</p> <p>Bullet points displayed to the right of the image</p>	<p>[Subtitle] Round Table Setup</p> <ul style="list-style-type: none"> • Most common setup • Open space • Invites conversation among guests 	<p><i>Narrator: The round table setup is one of the most common banquet table setup ideas. It is ideal for serving guests—creating an open space for a speaker and inviting conversation among the guests. It's no wonder that it's used so often.</i></p>	<p>Learner can select another tab from this layer.</p>
Notes:			

Slide: 1.4b / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Image related to crescent table setting.</p> <p>Subtitle above image</p> <p>Bullet points displayed to the right of the image</p>	<p>[Subtitle] Crescent Table Setup</p> <ul style="list-style-type: none"> • Half of the round table setup • Same conversational space as a round table setup • More room for serving of the courses 	<p><i>Narrator: The crescent table setup is half of the round table setup. Crescent tables can, however, be used on their own to create the same conversational space as a round table setup. The difference is that there is more room for the serving of the courses.</i></p>	<p>Learner can select another tab from this layer.</p>
Notes:			

Slide: 1.4c / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Image related to a classic ballroom setup</p> <p>Subtitle above image</p> <p>Bullet points displayed to the right of the image</p>	<p>[Subtitle] Classic Setup</p> <ul style="list-style-type: none"> • One of the most easily prepared • Consists of long rows of rectangular tables • Seats on both sides 	<p><i>Narrator: Classic themes for banquet events are one of the most easily prepared options. It consists of long rows of rectangular banquet tables with seats on both sides.</i></p>	<p>Learner can select another tab from this layer.</p>
Notes:			

Slide: 1.4d / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Image related to a classroom ballroom setup</p> <p>Subtitle above image</p> <p>Bullet points displayed to the right of the image</p>	<p>[Subtitle] Classroom Setup</p> <ul style="list-style-type: none"> • Rows of rectangular tables and chairs on either side • Banquet event with a speaker • Devoted to the full course meal • Socializing with other guests 	<p><i>Narrator: The classroom setup is a simple and easy setup with rows of rectangular tables and chairs on either side. This setup works for a banquet event with a speaker. That said, it can also be used for a banquet that is devoted to the full course meal and socializing with the other guests.</i></p>	<p>Learner can select another tab from this layer.</p>
Notes:			

Slide: 1.5 / Menu Title: Table Set-up

LO: 1

Visual / Display:

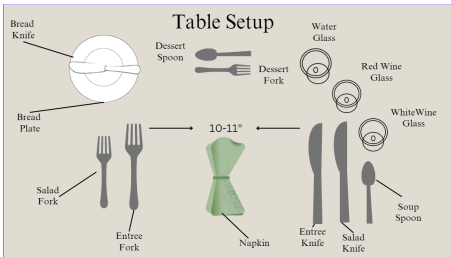
Same background color and top border as slide 1.3

Top border displays the title and instructions.

Slide begins with cover photo of a banquet table

Underneath the cover photo a table setup is displayed with utensils. Each utensil has a marker with more information about it.

"C:\Users\mjmun\OneDrive\Pictures\Screenshots\Screenshot 2023-12-29 185331.png"



Slide Text:

[Slide Title]
Table Set-up

[Utensils Labels and description]
Butter Knife-handle to the right side of the plate

Bread Plate- placed above the forks

Salad Fork-It is placed to the left of the napkin following an "outside-in order."

Entree Fork-It is placed to the left of the napkin, following the salad fork.

Napkin- 1/2 inch from table

Entree Knife-blade faces inward

Salad Knife- blade faces inward

Soup Spoon-Handle is even with knives handles

Dessert Spoon-placed above napkin
Dessert Fork-placed above napkin
Water Glass-Goes directly tip of entree knife.

White Wine Glass-Placed at 5 o'clock to red wine glass.
Red Wine Glass-Placed at 5

Narration / Voiceover:

Narrator: Adhering to the guidelines while arranging the table is crucial. Explore additional details on the proper positioning of flatware and glassware by clicking on each marker. Click next when you are finished.

Animation / Interaction:

The slide begins with the cover photo. The cover photo will fade out to show the table setup.

The learner will click on each marker to learn more.

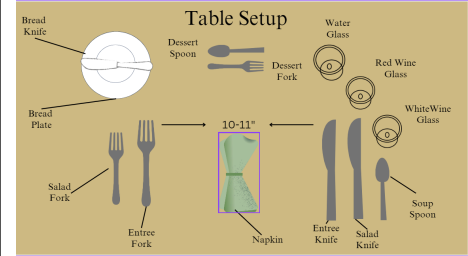
Next button is disabled until the learner clicks all markers.

	<p>o'clock to water glass.</p> <p>[Instructions] Click on each marker to learn more. Click Next when you are finished.</p>		
Notes:			

Slide: 1.6 / Menu Title: Knowledge Check			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same background color and top border as previous slides.</p> <p>Slide will function as a table set-up. On the bottom center of the slide, a napkin is displayed for reference.</p> <p>A small plate displayed approximately between 10 and 11 o'clock from the napkin</p> <p>A rectangle to the left of the slide displays instructions and utensils to be dragged.</p> <p>Table icon displayed on the top</p>	<p>[Slide Title] Knowledge Check</p> <p>[Instructions] Drag and drop the utensils where they belong on the table.</p> <p>[Utensils Labels] Salad Fork Dessert Fork Entree Fork Soup Spoon Dessert Spoon Entree Knife Salad Knife Butter Knife</p>	<p><i>Narrator: It's time to demonstrate your understanding. Drag each utensil in its designated position on the table. For assistance, click on the table icon.</i></p>	<p>This slide is a freeform drag-and-drop KC interaction.</p> <p>An animate in/animate out layers will show a flashing red arrow pointing to the table icon. Arrow will flash timed with VO.</p> <p>Snap dropped items to drop target</p> <p>The learner will use table setup layer for reference.</p> <p>When the learner clicks on the table icon, show the table setup layer.</p>

border will be used for reference.	Water Glass White Wine Glass Red Wine Glass		<p>The learner will have 2 attempts to pass knowledge check.</p> <p>When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt.</p> <p>The dropped items do not reset for the second attempt. The learner will drag the items from where they were dropped.</p> <p>After the second attempt, the learner will see either the correct or incorrect layer.</p>
Notes:			

Slide: 1.6a / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Image of a table setup is displayed as a background.</p> <p>C:\Users\mjmun\OneDrive\Picture s\Screenshots\Screenshot 2023-12-29 184903.png</p>	<p>[Slide Title] Table Setup</p>	<p><i>Narrator:</i></p>	<p>When the learner clicks the X icon, the base layer will be shown.</p>



X icon

Notes:

Slide: 1.6b / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Storyline built in display.	<p>[Subtitle] Correct</p> <p>[Feedback] That's right! You selected the correct response.</p> <p>[Button] Continue</p>	<i>Narrator:</i>	When the learner clicks continue, advance to the next slide.
Notes:			

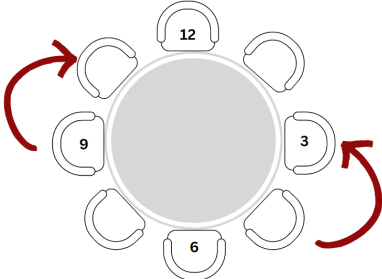
Slide: 1.6c / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Storyline built in display	[Subtitle]	<i>Narrator:</i>	When the learner clicks the

	Incorrect [Feedback] You did not select the correct response. [Button] Continue		continue button, advance to the next slide.
Notes:			

Slide: 1.6d / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Storyline built in display	[Subtitle] Incorrect [Feedback] That is incorrect. Please try again. Refer to the table set-up icon to review. [Button] Try Again	<i>Narrator:</i>	When the learner clicks the Try Again button, return to the home slide to continue the interaction. Dropped items do not reset.
Notes:			

Slide: 1.7 / Menu Title: Greeting and Seating the Guests			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same background color and top border as previous slides.</p> <p>Large rectangle taking approximately half of the slide will display bulleted text.</p> <p>Banquet server smiling image to the left of the slide</p> <p>Speech bubble for server</p>	<p>[Slide Title] Greeting and Seating the Guests</p> <p>[Text inside rectangle]</p> <ul style="list-style-type: none"> All team members will be standing at his or her station facing the door with serviette over left arm. A SMILE is a must! Greet guests as they arrive, assist them with chairs and napkins. At this time, the servers introduce themselves. <p>[Speech Bubble] Hi! My name is Marco.</p>	<p><i>Narrator: By focusing on a warm welcome, clear communication, and an organized seating process, you can contribute to a positive guest experience at the banquet event. The goal is to make guests feel comfortable, valued, and ready to enjoy the experience. As guests begin to enter the room, all team members will be standing at his or her station facing the door with serviette over left arm. Showing courtesy with a smile is a must when receiving guests. Greet guests as they arrive, assist them with chairs and napkins. At this time, the servers introduce themselves. Remember that guests can see you whenever you are in the room. Be courteous, efficient, and quiet.</i></p>	<p>Slides begin with the image of a banquet server and speech bubble.</p> <p>Rectangle will grow from the bottom left corner.</p> <p>Bulleted text will fly in timed with the VO.</p>
Notes:			

Slide: 1.8 / Menu Title: Running the Event			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same background color and top border as previous slides.</p> <p>To the right of the slide: Graphic of a circular table surrounded by</p>	<p>[Slide Title] Running the Event</p> <p>[Subtitle] Serving the Guests</p>	<p><i>Narrator: When it comes to serving guests at an event, adhering to specific guidelines is crucial to guaranteeing a successful and enjoyable experience for everyone</i></p>	<p>Slide begins with table graphic to the right of the slide.</p> <p>Bulleted text will fly in from the left of the slide timed with VO.</p>

<p>seats labeled with clock numbers 12, 3, 6, and 9.</p> <p>"C:\Users\mjmun\OneDrive\Pictures\Screenshots\Screenshot 2023-12-29 185535.png"</p>  <p>Circle with instructions to click arrows on top of the table.</p>	<p>[Bullets]</p> <ul style="list-style-type: none"> Ladies before gentlemen, starting with the lady nearest 12 o'clock. Old before young Food is served from the guest's left side, and liquid is served from the guest's right side. Keep cups and glasses on the table when refilling them. 	<p><i>involved. These guidelines encompass a variety of aspects, ranging from hospitality to logistics. Always start with ladies before gentlemen, starting with the lady nearest 12 o'clock serve old people before young, food is served from the guest's left side and liquid is served from the guest's right side, keep cups and glasses on the table when refilling them. Click on the arrows to learn more.</i></p>	<p>Arrows are blocked until instructed to click them.</p> <p>Circle with instructions fades in on top of the table timed with VO.</p> <p>When the learner clicks arrows, the clockwise layer and counterclockwise layer will be shown.</p> <p>Next button is disabled until the learner clicks both arrows.</p>
<p>Notes:</p>			

Slide: 1.8a / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is shown in this layer.	Walk clockwise while serving beverages and clearing.	<i>Narrator: Walk clockwise while serving beverages and clearing.</i>	Text fades in timed with VO.
<p>Notes:</p>			

Slide: 1.8b / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is shown in this layer.	Walk counter-clockwise while serving food to the guest.	<i>Narrator: Walk counter-clockwise while serving food to the guest.</i>	Text fades in timed with VO.
Notes:			

Slide: 1.9 / Menu Title: Course Sequence			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>White background</p> <p>Title displayed on a round rectangle to the left of the slide. At the right end of the rectangle, there is a round banquet table image.</p> <p>Five plate icons are distributed around the title rectangle.</p> <p>Courses names are displayed next to each icon</p> <p>Rectangle with instructions is displayed on the top right corner.</p>	<p>[Slide Title] Course Sequence</p> <p>[Courses] Single-course meal Two-course meal Three-course meal Four-course meal Five-course meal</p> <p>Click on each icon to learn more. Click Next when you are finished.</p>	<p><i>Narrator: A course meal sequence refers to the systematic arrangement and serving of different dishes in a specific order during a formal dining experience. This sequence typically includes distinct courses, such as appetizers, soups, salads, main courses, and desserts, with each course contributing to a well-planned and enjoyable dining progression. The purpose of a course meal sequence is to provide a structured and aesthetically pleasing culinary journey for diners. Click on each icon to learn more. Click next when you are finished.</i></p>	<p>Icons are blocked at the beginning of the slide.</p> <p>Icons show hover and visited states</p> <p>Rectangle with instructions fades in timed with VO</p> <p>When the user clicks on each icon, it will show the corresponding layer.</p> <p>Next button is disabled until the learner visits all layers.</p>
Notes:			

Slide: 1.9a / Menu Title:	LO:
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible from this layer. Rectangle next to the plate icon displaying text	Includes only a main dish or entree	<i>Narrator: A single course meal includes only a main dish or entree</i>	Learner can select another icon from this layer.
Notes:			

Slide: 1.9b / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible from this layer. Rectangle next to the plate icon displaying text	Soup or salad followed by an entree and dessert.	<i>Narrator: A two course meal includes soup or salad followed by an entree and dessert.</i>	Learner can select another icon from this layer.
Notes:			

Slide: 1.9c / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible from this layer. Rectangle next to the plate icon displaying text	Includes an appetizer, an entree, and dessert.	<i>Narrator: A three course meal includes an appetizer, an entree, and dessert.</i>	Learner can select another icon from this layer.
Notes:			

Slide: 1.9d / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible from this layer. Rectangle next to the plate icon displaying text	Includes a soup, salad, entree, and dessert.	<i>Narrator: A four course meal includes a soup, salad, entree, and dessert.</i>	Learner can select another icon from this layer.
Notes:			

Slide: 1.9e / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible from this layer. Rectangle next to the plate icon displaying text	Serves an appetizer, soup, entree, dessert, and cheese.	<i>Narrator: A five course meal serves an appetizer, soup, entree, dessert, and cheese.</i>	Learner can select another icon from this layer.
Notes:			

Slide: 1.10 / Menu Title: Handling Guests Requests			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same background color and top border as previous slides. Top border displays title and instructions Slide begins with image of female server to the right side Four long rectangles to the left of	[Slide Title] Handling Guests Requests Never ignore a guest's request solely because they are not in your designated area. [Rectangles Labels] Listen and Empathize	<i>Narrator: Every banquet server must adhere to specific guidelines when addressing guest requests and complaints. Never ignore a guest's request solely because they are not in your designated area. Always remember to: Listen and empathize, apologize and commit to solving the problem, identify a</i>	Speech bubble fades in timed with VO Rectangles with text fly in from the left timed with VO Rectangles are blocked until instructions to click are given. When the learner clicks each

<p>the slide will work as tabs to show more information on layers.</p> <p>Speech bubble for server</p>	<p>Apologize and Commit to Solving the Problem</p> <p>Identify a Mutually Acceptable Solution</p> <p>Check Back and Follow Up</p> <p>[Speech Bubble] Remember to..</p> <p>[Instructions] Click each tab to learn more. Click Next when you are finished.</p>	<p><i>mutually acceptable solution, and check back and follow up. Click each tab to learn more about rules for resolving complaints. Click next when you are finished.</i></p>	<p>rectangle, the corresponding layer will be shown.</p> <p>Instructions fade in timed with VO</p> <p>Next button is disabled until the learner visits all layers.</p> <p>When the learner clicks Next button,advance to slide 1.11</p>
<p>Notes:</p>			

Slide: 1.10a / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Large rectangle takes approximately half of the slide. Carlos avatar is shown on the right side of the screen facing to the left, as if to indicate that he is listening.</p>	<p>[Subtitle] Listen and Empathize</p> <p>[Bullets]</p> <ul style="list-style-type: none"> • Most important component of the communication process. • Being aware of and sensitive to the emotions of others • Respond more effectively 	<p><i>Narrator: Listening is the most important component of the communication process. Having empathy is being aware of and sensitive to the emotions of others. This awareness and sensitivity enable us to respond more effectively. In essence, the combination of attentive listening and empathy forms a powerful foundation for meaningful and empathic communication.</i></p> <p><i>Carlos: " I think I know how you feel. I understand what is upsetting you and I am glad you told me."</i></p>	<p>Bulleted text will fade in inside the rectangle timed with VO The caption text will fade in timed with the VO</p> <p>Instructions will fade in timed with the VO.</p> <p>Layer automatically returns to base slide.</p>

	[Carlos Caption] <i>"I think I know how you feel. I understand what is upsetting you and I am glad you told me."</i>		
Notes:			

Slide: 1.10b / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for slide 1.10a	[Subtitle] Apologize and Commit to Solving the Problem [Bullets] <ul style="list-style-type: none"> • Accept responsibility for the problem's resolution • Bring in to the attention of the captain or manager • If the complaints regards a meal, remove the plate and replace it 	<i>Narrator: Offering an apology and a commitment to resolving the issue involves taking responsibility for the problems resolution. If for any reason, you cannot manage it personally, bring it to the attention of the captain or manager. In the case of complaints related to a meal, promptly remove the plate and replace it.</i>	Bulleted text will fade in inside the rectangle timed with VO Instructions will fade in timed with the VO. Layer automatically returns to base slide
Notes:			

Slide: 1.10c / Menu Title:	LO:
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for slide 1.10a	[Subtitle] Identify a Mutually Acceptable Solution [Bullets] <ul style="list-style-type: none"> • Offer a sincere apology • Ensure a clear understanding of the issue • Take ownership of the situation • Brainstorm potential solutions • Ensure that the guest is satisfied 	<i>Narrator: Identifying a mutually acceptable solution with a guest is crucial for maintaining positive relationships and ensuring customer satisfaction. These are some important points to consider. Offer a sincere apology for any inconvenience, ensure a clear understanding of the specific issues to be addressed, take ownership of the situation, brainstorm potential solutions collaboratively with the guest, and ensure that the guest is satisfied with the solution.</i>	Bulleted text will fade in inside the rectangle timed with VO Instructions will fade in timed with the VO. Layer automatically returns to base slide
Notes:			

Slide: 1.10d / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for slide 1.10a	[Subtitle] Check Back and Follow Up [Bullets] <ul style="list-style-type: none"> • Confirmation of satisfaction • Demonstrate 	<i>Narrator: After successfully resolving the situation, it is essential to take the extra step of following up with the guest to confirm their satisfaction with the implemented solution. This post-resolution follow-up serves as a crucial component in ensuring the guest's experience concludes on a positive</i>	Bulleted text will fade in inside the rectangle timed with VO Instructions will fade in timed with the VO. Layer automatically returns to base slide

	<p>commitment</p> <ul style="list-style-type: none"> • Address additional concerns • Express appreciations 	<p><i>note and fosters a sense of care and commitment from the service provider. The follow-up communication should aim to achieve several objectives: confirmation of satisfaction, demonstrate commitment, address additional concerns, and express appreciation.</i></p>	
Notes:			

Slide: 1.11 / Menu Title: Workplace Scenario			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same background color and top border as previous slides.</p> <p>Ruth's avatar face displayed in a small circle at the left of the slide. There is a caption box to her right.</p> <p>Carlos' avatar face displayed in a small circle at the right of the slide. There is a caption box to his left.</p> <p>Answer choices are displayed below caption boxes, side by side and numbered at the bottom of the slide.</p>	<p>[Slide Title] Workplace Scenario</p> <p>[Prompt] As part of the event, the client paid for a specific meal without noticing there was a pescatarian guest. How would you handle the situation?</p> <p>[Ruth Caption] "I am pescatarian and I don't eat what you are serving at the event. I would like something different."</p> <p>[Carlos Caption] "I understand, and I am sorry that you cannot eat what is included in the event. I will verify what I can do for you."</p> <p>[Answer Choices]</p>	<p><i>Narrator: Help Carlos handle this guest request. As part of the event, the client paid for a specific meal without noticing there was a pescatarian guest. The guest has expressed dissatisfaction with the oversight, as the provided meal doesn't align with their dietary choices. How would you handle the situation?</i></p> <p><i>Ruth: "I am pescatarian and I don't eat what you are serving at the event. I would like something different."</i></p> <p><i>Carlos: "I understand, I am sorry that you cannot eat what is included in the event. I will verify what I can do for you."</i></p> <p><i>Narrator: Select the best answer choice.</i></p>	<p>Avatar's captions fade in timed with VO.</p> <p>When the learner clicks each option, it will show the corresponding layer.</p> <p>When the learner clicks the Continue button, advance to slide 1.12</p> <p>Answer options blocked until instructed to select one.</p>

	<p>Option 01 Explain that fish is not part of the meal paid by the client.</p> <p>Option 02 Tell the guest they can only offer her salad as part of the course.</p> <p>Option 03 (Correct) Apologize and commit to solving the problem.</p> <p>Option 04 (Correct) Inform the guest that it will take some time to cook something for her.</p>		
Notes:			

Slide: 1.11a / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Ruth avatar is to the left of the slide showing a confused expression.</p> <p>Rectangle centered on the slide displays feedback</p> <p>Retry button below rectangle with instructions next to it.</p>	<p>[Feedback] Not quite right! The guest would be unsatisfied with that response. Remember to always listen, empathize, and commit to solving the problem.</p> <p>[Instructions] Click the Retry button to attempt it again.</p> <p>[Buttons] Retry</p>	<p><i>Narrator: Not quite right! The guest would be unsatisfied with that response. Remember to always listen, empathize, and commit to solving the problem. Click the retry button to attempt it again.</i></p>	<p>When the learner clicks Retry button, it returns to the base layer.</p>
Notes:			

Slide: 1.11b / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same visual display as layer 1.11a</p> <p>Ruth avatar changes position. Now, she is looking to the right, but still confused.</p>	<p>[Feedback] Not sure about that! Even when there is salad as part of the meal, you are not committing to solving the problem for the guest.</p> <p>[Instructions] Click the Retry button to attempt it again.</p> <p>[Buttons] Retry</p>	<p><i>Narrator: Not sure about that! Even when there is salad as part of the meal, you are not committing to solving the problem for the guest. Click the Retry button to attempt it again.</i></p>	<p>When the learner clicks Retry button, it returns to the base layer.</p>
Notes:			

Slide: 1.11c / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same visual display as layer 1.11a</p> <p>Ruth Avatar is facing forward giving a thumbs up</p> <p>Continue button below rectangle with instructions next to it.</p>	<p>[Feedback] Great job! The guest would appreciate that you are listening and understanding her situation. You should speak with your captain to solve the guest request.</p> <p>[Instructions] Click Continue to proceed</p> <p>[Buttons] Continue</p>	<p><i>Narrator: Great job! The guest would appreciate that you are listening and understanding her situation. You should speak with your captain to solve the guest request. Click Continue to proceed.</i></p>	<p>When the learner clicks Continue button, advance to slide 1.12</p>
Notes:			

Slide: 1.11d / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual display as layer 1.11a Ruth Avatar is looking to the right in a thinking position. Continue button below rectangle with instructions next to it.	<p>[Feedback] You are right! Despite the time, you are presenting a solution to the guest, demonstrating a commitment to resolving the issue. The kitchen needs time to prepare something for her, but they are dedicated to addressing the problem.</p> <p>[Instructions] Click Continue to proceed</p> <p>[Buttons] Continue</p>	<i>Narrator: You are right! Despite the time, you are presenting a solution to the guest, demonstrating a commitment to resolving the issue. The kitchen needs time to prepare something for her, but they are dedicated to addressing the problem. Click Continue to proceed.</i>	When the learner clicks Continue button, advance to slide 1.12
Notes:			

Slide: 1.12 / Menu Title: Clearing Tables			LO: 4
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same background color and top border as previous slides. A big rectangle takes most of the slide and will display text. Image of a server with a stack of plates to the left of the rectangle	<p>[Slide Title] Clearing Tables</p> <p>[Bullets] • Clearing should be done quickly and quietly.</p>	<i>Narrator: Clearing tables in a banquet event is an important aspect of maintaining a smooth and efficient dining experience for guests. This task involves removing used dishes, glassware, and other items from tables to prepare for the next course or event segment.</i>	Slide begins with server image. Rectangle grows from the bottom left corner of the slide Text flies in from the bottom of the slide timed with VO Next button jumps to slide 1.13

Stop sign located on the top corner of the image	<ul style="list-style-type: none"> Do not stack dishes in front of the guest. Clear food and liquids from the guest's right side. Completely clear one table at a time. Between courses, make sure that all used items are taken from the tables, leaving only what may be used during the next course. 	<i>Here's some information about clearing tables in a banquet setting: Clearing should be done quickly and quietly, do not stack dishes in front of the guest, clear food and liquids from the guest right side, completely clear one table at a time, between courses, make sure that all used items are taken from the tables, leaving only what may be used during the next course.</i>	
Notes:			

Slide: 1.13 / Menu Title: Do's and Don'ts of Banquet Service			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same light background color and top border as previous slides.</p> <p>Top border displays title and instructions</p> <p>Two rectangles, side by side, taking most of the slide</p> <p>One rectangle displays Do's, the other displays Don'ts.</p> <p>Don'ts rectangle have a red border.</p>	<p>[Slide Title] The Do's and Don'ts</p> <p>[Rectangle Labels] Do's Don'ts</p> <p>[Instructions] Click on each tab to learn more. Click Next when you are finished.</p>	<p><i>Narrator: The "do's and don'ts" of banquet service refer to a set of guidelines and best practices that individuals working in the banquet service industry should follow to ensure a smooth, efficient, and positive experience for guests. These guidelines cover a range of aspects, from customer interaction to operational efficiency.</i></p>	<p>Rectangles are blocked until instructed to click.</p> <p>Next button is disabled until the learner visits both layers.</p> <p>Instructions fade in timed with VO</p> <p>When the learner clicks Do's, show the corresponding layer. When the learner clicks Don'ts, show the corresponding layer.</p>
Notes:			

Slide: 1.13a / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same rectangle as in the base layer is displayed with bulleted text. Big smiley face next to the rectangle	[Text on rectangle] <ul style="list-style-type: none">Keep quietly focused on the guestWarn guests when serving hot plates and beverages.SMILE!Handle all items as quietly as possible.	<i>Narrator: Keep quietly focused on the guest, warn guests when serving hot plates and beverages, smile, and handle all items as quietly as possible.</i>	Slide automatically returns to the base layer.
Notes:			

Slide: 1.13b / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same rectangle as in the base layer is displayed with bulleted text. Big red X next to the rectangle	[Text on rectangle] <ul style="list-style-type: none">Chat with other servers while on the floorEat or drink anything in front of the guest.Stand around with your hands in your pockets or your arms crossed.Don't place a napkin	<i>Narrator: Chat with other servers while on the floor, eat or drink anything in front of the guest, stand around with your hands in your pockets or your arms crossed, and don't place a napkin under your arm.</i>	Next becomes accessible. When the learner clicks the button, proceeds to slide 1.14

	under your arm.		
Notes:			

Slide: 1.14/ Menu Title: Quiz Intro			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same top border and background color as previous slides.</p> <p>A centered rectangle displays quiz descriptions.</p> <p>Take quiz button below rectangle</p>	<p>[Title] Final Graded Quiz</p> <p>[Quiz Description] Welcome to the course quiz!</p> <p>There are 5 questions you need to answer. To pass the course you must receive at least 80% on the quiz. If needed, use the menu to review the course.</p> <p>Good Luck!</p> <p>[Instructions] Click Take Quiz to begin</p> <p>[Button] Take Quiz</p>	<p><i>Narrator: Welcome to the course quiz. There are 5 questions you need to answer. To pass the course, you must receive at least 80% on the quiz. If needed, use the menu to review the course. Click take quiz button when you are ready.</i></p>	<p>Take Quiz button fly in from the bottom of the slide timed with VO</p> <p>Instructions fade in timed with VO.</p> <p>When the learner clicks the Take Quiz button, advance to the quiz.</p>
Notes:			

Slide: 1.15 / Menu Title: [All quiz slides should be hidden from Menu]	LO: 1
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>All 5 quiz slides should have the same layout and formatting.</p> <p>The slides do not have the standard top border. The rest of the slide uses a color from the palette as a solid background. Black border around question and answer choices.</p>	<p>[Instructions] Select your answer, then click submit to continue.</p> <p>[Question] Carlos is arranging a formal dining table for an event. Where should he place a red wine glass?</p> <p>[Answer Choices]</p> <ol style="list-style-type: none"> 1. Above the tip of the entree knife. 2. At 5 o'clock to the water glass (CORRECT) 3. Next to the water glass 4. Above the soup spoon 	<p><i>Narrator: Carlos is arranging a formal dining table for an event. Where should he place a red wine glass? Select your answer, then click submit to continue.</i></p>	<p>Score by question with 1 attempt for each quiz question as the learner progresses through the quiz. They will be able to Retake the entire quiz at the end if they do not pass.</p> <p>When the learner clicks Submit, submit an answer and advance to the next slide.</p> <p>The learner should not get immediate feedback. They should answer all of the questions FIRST in the graded assessment, then receive their score on the Results page.</p> <p>If they do not pass, they can come back and review the quiz.</p>
Notes:			

Slide: 1.16 / Menu Title: [All quiz slides should be hidden from Menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same visual layout and formatting for slides 1.15, 1.16, 1.17, 1.18, 1.19</p>	<p>[Instructions] Arrange the meal course in the correct order, then click submit to continue.</p> <p>[Question] What is the sequence of service for a four meal course?</p> <p>[Correct Order]</p>	<p><i>Narrator: What is the sequence of service for a four meal course? Arrange the meal course in the correct order, then click submit to continue.</i></p>	<p>Same setting for slides 1.15, 1.16, 1.17, 1.18, 1.19</p>

	Soup Salad Entree Dessert		
Notes:			

Slide: 1.17 / Menu Title: [All quiz slides should be hidden from Menu]			LO: 4
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout and formatting for slides 1.15, 1.16, 1.17, 1.18, 1.19	<p>[Instructions] Select your answer, then click submit to continue.</p> <p>[Question] Is the following statement true or false? A server should clear food from the guests' right side and liquids from the guests' left side.</p> <p>[Answer Choices] 1. True 2. False (CORRECT)</p>	<p><i>Narrator: Is the following statement true or false? A server should clear food from the guests' right side and liquids from the guests' left side. Select your answer, then click submit to continue.</i></p>	Same setting for slides 1.15, 1.16, 1.17. 1.18, 1.19
Notes:			

Slide: 1.18 / Menu Title: [All quiz slides should be hidden from Menu]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout and formatting for slides 1.15, 1.16, 1.17, 1.18, 1.19	<p>[Instructions] Select all that apply, then click submit to continue</p>	<p><i>Narrator: Carlos is setting up a formal dining table. He placed the fork salad just right to the left of the napkin. What should he have done</i></p>	Same setting for slides 1.15, 1.16, 1.17. 1.18, 1.19

	<p>[Question] Carlos is setting up a formal dining table. He placed the fork salad just right to the left of the napkin. What should he have done differently?</p> <p>[Answer Choices]</p> <ol style="list-style-type: none"> 1. Follow the outside in order(CORRECT) 2. Placed the entree fork next to the napkin(CORRECT) 3. He didn't do anything wrong. That is the correct placement for the salad fork. 4. Place the knives on that side of the napkin. 	<p><i>differently? Select all that apply, then click submit to continue.</i></p>	
Notes:			

Slide: 1.19 / Menu Title: [All quiz slides should be hidden from Menu]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout and formatting for slides 1.15, 1.16, 1.17, 1.18, 1.19	<p>[Instructions] Select your answer, then click submit to continue.</p> <p>[Question] A guest that is not in your assigned area asks you for soda. This is not included in the event. How would you handle the guest request?</p>	<p><i>Narrator: A guest that is not in your assigned area asks you for soda. This is not included in the event. How would you handle the guest request? Select your answer, then click submit to continue.</i></p>	Same setting for slides 1.15, 1.16, 1.17, 1.18, 1.19

	<p>[Answer Choices]</p> <ol style="list-style-type: none"> 1. Inform the guest that you are not their assigned server and you are unable to assist. 2. Inform the guest that soda is not included in the event and walk away. 3. Listen, empathize, and explain to the guest that you will notify their assigned server about the request, and then follow up accordingly. (CORRECT) 4. Ignore the guest. 		
Notes:			

Slide: 1.20/ Menu Title: Quiz Results (hide from Menu)			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Color from the palette is shown as background on the slide.</p> <p>Top border displays title</p>	<p>[Slide Title] Quiz Results</p> <p>Your Score: XX% Passing Score: YY%</p>		<p>Use a Result side to show Success layer 1.20a when timeline starts if results are equal to or greater than the passing score.</p> <p>Show Failure layer 1.20b when timeline starts if results are less than passing score.</p> <p>Base layer will be visible (show through) from Success or Failure slide layers.</p>

			<p>Results variable reference shows the percent score only. Do not show the points variable reference.</p> <p>Built in graded quiz variable reference displays learner score where XX appears on slide</p> <p>80% to pass shown where YY appears on slide</p>
Notes:			

Slide: 1.20a/ Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same top border as previous slides.</p> <p>Smiley face appears on the center of the slide, above text.</p>	<p>Congratulations! You passed.</p> <p>[Instructions] Click Review to see your results or click Continue to move on.</p> <p>[Buttons] Review Quiz Continue</p>		<p>Review button: shows correct/incorrect responses when reviewing.</p> <p>Continue button: jumps to slide 1.21</p>
Notes:			

Slide: 1.20b/ Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same top border as previous slides.</p> <p>Surprised smiley face appears on the center of the slide, above text.</p>	<p>Uh-oh, you didn't pass.</p> <p>[Instructions] Click Review to see your results or click Retry to take the quiz again.</p> <p>[Buttons] Review Quiz Retry Quiz</p>		<p>Review button: shows correct/incorrect responses when reviewing</p> <p>Retry button: resets results and jumps to slide 1.15</p>
Notes:			

Slide: 1.21 / Menu Title: Summary			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same light background and top border as previous slides.</p> <p>Top border displays title and instructions</p> <p>Image of a happy banquet server at the right of the slide</p> <p>Bulleted text to the left of the slide.</p>	<p>[Slide Title] Summary</p> <p>[Text on slide] Participants should now be able to:</p> <ul style="list-style-type: none"> Recall the placement of silverware and glasses on a formal dining table. Distinguish the sequence of service in a meal course. Apply your hospitality 	<p><i>Narrator: Congratulations! You have completed the Mastering Banquet Service course. Participants should now be able to. Recall the placement of silverware and glasses on a formal dining table, distinguish the sequence of service in a meal course, apply your hospitality knowledge to effectively handle guests requests, and demonstrate proper table clearing etiquette. Click Next to generate and print your certificate of completion.</i></p>	<p>Slide begins with image of banquet server</p> <p>Bullets fly in from the bottom of the slide timed with VO</p> <p>When the learner clicks Next, it advances to slide 1.22</p>

	<p>knowledge to effectively handle guests requests.</p> <ul style="list-style-type: none"> • Demonstrate proper table-clearing etiquette. <p>[Instructions] Click Next to print your certificate.</p>		
Notes:			

Slide: 1.22 / Menu Title: Certificate			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image: computer photo</p> <p>Semi transparent rectangle on top of the image will display certificate of completion</p> <p>Print button on the right top corner of the certificate</p>	<p>[Certificate text] Congratulations!</p> <p>Certificate of Completion</p> <p>This certificate is presented to:</p> <p>Learner's name(text entry box)</p> <p>For successfully completing the course Mastering Banquet Etiquette .</p>	<p><i>Narrator:</i></p>	<p>Learner's name will appear on certificate.</p> <p>When the learner clicks the print button, a certificate will be generated and completes the course.</p> <p>Print button will be hidden from the certificate.</p>
Notes:			

