

EVENT DETAILS	
EVENT TYPE	CORPORATE TRAINING
TOPIC	F & B SERVICE TRAINING
DATE	2025-09-06 to 2025-09-06
MODE	OFFLINE
ORGANIZER NAME	MR. NARINDER GARCHA
RESOURCE PERSON	MR. SHUBHAM SHARMA, ASST. PROFESSOR CCHM
NO. OF PARTICIPANTS	11
SDG NO	SDG 3: GOOD HEALTH AND WELL-BEING, SDG 4: QUALITY EDUCATION, SDG 5: GENDER EQUALITY, SDG 8: DECENT WORK AND ECONOMIC GROWTH
University Charter	Let's Educate our students for brilliant futures

OBJECTIVE:

- 1) To enhance participants' knowledge of dining etiquettes and professional F&B service standards.
- 2) To instill awareness of basic hygiene, grooming, and workplace cleanliness in service operations.
- 3) To provide practical exposure to formal service techniques, including boardroom, table setups, tea/coffee, and pre-plated service.
- 4) To develop skills in buffet layout, display, and guest flow management for corporate and hospitality settings.

DESCRIPTION:

The Food & Beverage Service Training was conducted to equip hospitality professionals with essential skills to deliver outstanding guest experiences. The training emphasized professional

service etiquette, operational efficiency, teamwork, and customer-centric approaches. Participants were introduced to international service standards, menu knowledge, hygiene protocols, and techniques for handling guest complaints effectively. The program aimed to bridge the gap between technical service skills and interpersonal competencies. By focusing on both operational excellence and guest satisfaction, the training ensured participants could create memorable dining experiences, enhance organizational reputation, and contribute to sustainable and efficient service practices. This training also encouraged continuous learning and collaboration, fostering a work environment where innovation, accountability, and quality service are prioritized. Participants learned how high standards of food safety, service etiquette, and menu knowledge not only improve guest satisfaction but also support long-term operational growth.

OUTCOMES:

- 1.Participants delivered professional, efficient, and courteous service consistently.
- 2.Demonstrated improved guest engagement and personalized service techniques.
- 3.Maintained high standards of hygiene, safety, and quality management.
- 4.Showed effective teamwork and communication across service operations.
- 5.Handled guest complaints confidently using problem-solving and empathetic approaches.



F & B Service Training on (06.09-2025)



Mr. Shubham Sharma with the participants (06.09-2025)



Practical exposure to the participants by Mr. Shubham Sharma (06.09-2025)



Valuable inputs by Mr. Shubham Sharma (06.09-2025)



Serving with confidence: Applying learned skills in actual setup (06.09-2025)



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