



RASA Training Academy

All training held at RASA's (Restaurant Association of South Africa) offices
20 BC Penguin Drive (off Leslie Avenue West), Douglasdale,
Tel: (011) 705-2054 : www.restaurant.org.za

Training and Workplace Deployment

Through its business partners and associate members, RASA promotes the restaurant industry as an employer of choice. RASA works together with outside Agencies to develop top quality training courses and recognisable qualifications in food service management. Currently the RASA Training Academy offers short courses in four major Areas: Waiter; Barman (Mixologist); Barista; Cook (Food safety Training). The RASA training Academy also offers courses in restaurant management, child minding and first aid. And is in close co-operation with supplier members, new product training. Our Training Basics are as follows

Managers Training

Managers training day Every Thursdays

09h00 -16h00

Venue :RASA Offices

Upgrade of management abilities and working knowledge of the industry. Ensuring your business is in capable and responsible hands at all times.

Course conducted by :Ms Wendy Alberts, CEO, RASA (Restaurant Association of South Africa)

RASA Basics of Management training

Duties and Responsibilities

Management Attitude also drives staff and restaurant attitude

Hints on your Attitude

Front of house Managers Duties

Three commandments for maxi performance

Management Shift Roster
Front of House Prep Sheet – Sample 1
Front of house prep Sheet Sample 2
Front of House prep sheet Sample 3
Management Waitrons during Service
General pointers
Stock Control
Break Even Points
Leading and guiding waitrons
Managers “pick up “order for waitrons
Supporting your Waitron staff during service
Guiding new waitrons
Guiding old hands that perform well
Incentives
Reprimanding staff insession
Staff turnover
Monitoring service (what to look for)
Manners of waitrons and Managers
Complaints
What to look for during service
Waitron Applicant Form
Interview Sheet

Waitron Training

Every Wednesdays 9 am – 1pm
Venue RASA Offices

We host a skills upliftment and social development program for waitrons to help enhance their current knowledge and improve their service delivery. These skills are vital to ensure competent, efficient and friendly service, particularly for all our visitors from abroad to leave them with a true and everlasting impression of our great country.

Our focus in the Industry are the 12 key elements of Service

30 Sec Approach

Table approach

Drinks order

Entire order

Prompt delivery

Order Accuracy

3 Min check back

Maintaining table appearance

Suggestive selling of deserts

Presenting the bill

Giving change within one minute

Farewell

The basics of Waitron duties,

Basics of Hygiene,

The difference between an order taker and a customer service provider

Suggest selling vocabulary. Etc

Sequence and Timing of Service Quiz

1. At what four points is timing the most critical in table service?
2. Guests should be acknowledged within _____ of their arrival and seated within _____
3. Someone from the service team should greet guests within _____ of the time they're seated
4. What is the first order that should be taken by the server?
5. If guests have only ordered entrées, approximately how long should they wait before the order is delivered?
6. What might you say instead of asking, "Is everything OK?"
7. A guest should never sit for more than _____ minutes without food in front of him
8. If you don't know who the host of a group is, where should you leave the check?

Food Safety Training Menu

We have embarked on an exciting new initiative that will dramatically improve Food Safety at our establishments. This is a multi staged process that begins with the training of your Food Handlers in the principals of Food Hygiene and forms an essential part of Good Management

Basics of the Course

Food borne illness and its causes

Three types of hazards that contaminate food

Potentially hazardous foods

Three types of food borne illness and their definition

How to control different types of micro organisms

Right temperatures that control the growth of bacteria

Common Foodborne Micro organism that cause foodborne illness e.g. Bacillus cereus, Campylobacter, Clostridium botulinum

Food Safety Procedures for Preparing Specific Foods

Different types of food thermometers

Measuring food temperatures

Storage and storage Containers

Our trainees are provided with lunch , coffee , tea , and Hot Chocolate

We issue certificates , trained food safety badge and a training manual

Cover Charges

Waitron Training	R250.00/ employee
Barista	R250.00/employee
Food Safety Kitchen	R250.00/employee
Manager	R1250.00 /employee for

We also Provide for Placements

Managers	R500.00
Kitchen Staff Chefs	R250.00
Waitrons	R250.00

Training Academy also provides onsite training at a Consultancy of R2500.00 per Restaurant for a Month every Friday from 8am – 1pm

Recent Projects on Go

We have partnered with Gauteng Tourism for the Adopt a Staff project that is training of unemployed staff and placing them.

