

24. Dining

Unit A/A	ANALYSIS OF THE CONTENT OF SECTIONS	DURATION (HOURS)
1	<p>Introduction to Banking</p> <ul style="list-style-type: none"> • Definition and basic principles of banking • Role and Responsibilities of the Banking Manager • Importance of customer service and professional standards. 	0,5
2	<p>Serving Techniques</p> <ul style="list-style-type: none"> • Proper presentation and serving of food and beverages • Order management and table service • Handling special requests and order changes 	1
3	<p>Customer Management and Contact</p> <ul style="list-style-type: none"> • Communication skills and active listening • Dealing with complaints and resolving minor conflicts • Management of requests and offers 	0,5
4	<p>Organization and Cleanliness of Space</p> <ul style="list-style-type: none"> • Best practices for organizing the dining area • Table management and cleaning • Cooperation with the kitchen and other services 	0,5
5	<p>Professional Behavior and Service Culture</p> <ul style="list-style-type: none"> • Developing a positive attitude and professionalism • Creating a pleasant atmosphere for customers • Cooperation and communication with the rest of the store team 	0,5
TOTAL		3