

manuals cafe

manuals cafe serves as a comprehensive resource for individuals and businesses looking to enhance their operational efficiency through well-structured manuals and guides. This article delves into the significance of manuals in a café setting, covering various types of manuals, their essential components, and best practices for creating effective documentation. Additionally, we will explore how clear manuals can streamline operations, improve customer service, and ensure compliance with health and safety standards. Whether you are a café owner, manager, or employee, understanding the importance of manuals will empower you to optimize your café operations.

- Understanding the Importance of Manuals in a Café Setting
- Types of Manuals for Cafés
- Essential Components of Effective Manuals
- Best Practices for Creating Café Manuals
- Benefits of Well-Crafted Manuals
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Understanding the Importance of Manuals in a Café Setting

Manuals are indispensable tools in any café environment, serving as the backbone of operational consistency and quality assurance. They provide a structured approach to training staff, ensuring that everyone is on the same page regarding procedures and expectations. In the fast-paced world of cafés, where customer satisfaction is paramount, having clear and accessible manuals can significantly reduce errors and enhance service quality.

Moreover, manuals are critical in maintaining compliance with industry regulations and health standards. They outline necessary procedures for food safety, employee hygiene, and emergency protocols, helping cafés avoid legal pitfalls and ensure a safe environment for both employees and customers. Additionally, manuals foster a culture of accountability, as they provide clear guidelines for performance expectations and responsibilities.

Types of Manuals for Cafés

Cafés can benefit from various types of manuals, each serving a unique purpose. Understanding the different types of manuals can help café owners and managers prioritize their documentation efforts effectively.

Employee Training Manuals

Employee training manuals are designed to onboard new staff members and provide ongoing training for existing employees. These manuals typically cover job descriptions, operational procedures, and customer service expectations. They may also include training modules on food preparation, beverage crafting, and point-of-sale systems.

Operational Manuals

Operational manuals provide comprehensive guidance on the day-to-day functions of the café. They include protocols for inventory management, ordering supplies, and maintaining equipment. Clear operational guidelines help streamline processes and improve efficiency.

Health and Safety Manuals

Health and safety manuals are crucial for ensuring compliance with local regulations and industry standards. These documents outline procedures related to food safety, sanitation, and emergency response. They are essential for safeguarding the health of both employees and customers.

Customer Service Manuals

Customer service manuals focus on the standards and practices that should be followed to deliver exceptional service. They may cover communication protocols, complaint resolution procedures, and techniques for upselling and cross-selling products. A well-defined customer service manual can enhance the overall guest experience and foster customer loyalty.

Essential Components of Effective Manuals

Creating effective manuals requires careful planning and consideration of several key components. Each manual should be clear, concise, and easily accessible to all staff members.

Clarity and Simplicity

One of the most critical aspects of an effective manual is clarity. Information should be presented in a straightforward manner, using simple language that is easy to understand. Avoid jargon or overly technical terms that may confuse employees.

Visual Aids

Incorporating visual aids, such as diagrams, flowcharts, and images, can enhance the understanding of complex procedures. Visual elements help employees grasp concepts quickly and can serve as quick reference guides during busy shifts.

Step-by-Step Instructions

Manuals should include step-by-step instructions for tasks and procedures. This structured approach ensures that employees can follow the guidelines without ambiguity, reducing the likelihood of errors.

Regular Updates

To remain relevant and effective, manuals must be regularly updated to reflect changes in procedures, menu items, or regulations. Establishing a routine review process will help ensure that all information is current and accurate.

Best Practices for Creating Café Manuals

Developing café manuals requires a strategic approach to ensure they serve their intended purpose effectively. Here are some best practices to consider.

Involve Staff in the Creation Process

Engaging employees in the creation of manuals can lead to more comprehensive and practical documents. Staff members who are involved in the development process can provide valuable insights based on their experiences and challenges.

Test the Manuals

Before finalizing any manual, it is essential to test its effectiveness. Have staff members use the manual in real scenarios to identify any gaps or areas for improvement. Gather feedback to refine the content further.

Train Staff on Manual Usage

Simply creating a manual is not enough; staff must be trained on how to use it. Conduct training sessions to familiarize employees with the manuals and emphasize their importance in daily operations.

Benefits of Well-Crafted Manuals

Investing time and resources into creating well-crafted manuals yields numerous benefits for café operations. These advantages include improved efficiency, enhanced training, and higher customer satisfaction.

Streamlined Operations

With clear procedures documented, employees can perform tasks more efficiently, leading to shorter service times and reduced confusion during busy periods. This streamlined approach can enhance overall productivity.

Consistent Quality

Manuals help maintain consistency in product quality and service standards. When employees follow the same procedures, customers can expect a similar experience each time they visit the café, fostering loyalty and trust.

Enhanced Training and Development

Employee training is simplified with the availability of comprehensive manuals. New hires can quickly learn the necessary skills and knowledge, while existing staff can refer back to manuals for refreshers and ongoing development.

Conclusion

Creating effective manuals is a vital component of successful café management. By understanding the various types of manuals, essential components, and best practices for development, café owners and managers can significantly enhance operational efficiency and customer satisfaction. Investing in well-crafted documentation not only promotes consistency and quality but also fosters a culture of accountability and professionalism within the café. Ultimately, manuals are more than just documents; they are foundational elements that support the growth and sustainability of any café business.

Q: What types of manuals should a café have?

A: A café should have employee training manuals, operational manuals, health and safety manuals, and customer service manuals to cover all essential aspects of its operations.

Q: How often should café manuals be updated?

A: Café manuals should be reviewed and updated regularly, ideally on an annual basis or whenever there are significant changes in procedures, menu items, or regulations.

Q: Why are visual aids important in café manuals?

A: Visual aids help clarify complex procedures and make information more accessible. They enhance understanding and serve as quick reference tools for employees during busy shifts.

Q: How can I involve staff in the manual creation process?

A: Engage employees by soliciting their feedback and input during the development of manuals. Consider conducting focus groups or surveys to gather insights on their experiences and challenges.

Q: What should be included in an employee training manual for a café?

A: An employee training manual should include job descriptions, operational procedures, customer service expectations, and training modules related to food preparation and beverage crafting.

Q: What are the benefits of having a health and safety manual?

A: A health and safety manual ensures compliance with regulations, outlines necessary food safety procedures, and helps maintain a safe environment for both employees and customers.

Q: How can cafés ensure consistency in service quality?

A: Cafés can ensure consistency in service quality by creating detailed customer service manuals that outline standards and procedures for staff to follow.

Q: What is the first step in creating effective manuals for a café?

A: The first step in creating effective manuals is to identify the key areas that require documentation and outline the information that needs to be included for each type of manual.

Q: How can cafés train staff to effectively use manuals?

A: Cafés can train staff to use manuals by conducting dedicated training sessions that explain the purpose of the manuals and demonstrate how to reference them while performing tasks.

Q: What role do manuals play in employee accountability?

A: Manuals establish clear guidelines and expectations for employee performance, fostering accountability by providing a reference for what is required in various situations.

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manuals cafe: Dreamweaver CC: The Missing Manual David Sawyer McFarland, Chris Grover, 2014-11-17 Dreamweaver CC is a powerful tool for designing all kinds of websites, from those with simple, static pages to interactive, media-driven sites for desktop, laptop, and mobile devices. But the program still doesn't include a printed guide to its amazing capabilities. That's where this

Missing Manual comes in. With hands-on tutorials and coverage of every feature, you'll learn to build, deploy, and manage sites whether you're an experienced designer or just getting started. The important stuff you need to know: Dive into page design. Quickly learn the basics of working with text, images, links, and tables. Edit pages in Live view. Dynamically add elements to live pages and immediately see the results. Design once, and for all. Build fluid-grid sites that adapt themselves to desktop, tablet, and mobile devices. Troubleshoot your HTML. Use the new Element Quick View to reveal the hierarchy of page elements. Style with ease. Tap Dreamweaver's enhanced CSS Designer to copy and paste styles. Enhance Dreamweaver. Get new program features with add-ons that integrate directly with Dreamweaver. Bring your pages to life. Use jQuery UI to add interactive page elements like tabbed content panels. Create universal pages. Avoid browser incompatibility with workarounds.

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manuals cafe: My Dream Job Guide C JINALI DAND, YESHA MODY, 2018-06-06 There is no denying that folklore plays an important role in shaping the beliefs and imagination of our children. But times today have changed and continue to change as you read this. The world is becoming increasingly competitive; rat race and herd mentality are among the terms that best define the lifestyle today. Inevitably, there needs to be something that helps our children prepare for this competition. But do we want to take away from them the stories that form their dreams—of kingdoms, of princes and princesses, and of magic. Absolutely not! How about, then, we do something that brings to them the best of both worlds—something that helps them dream and also educates them? One's career is an important aspect of one's life. And this isn't something that, I believe, should be thought about a couple of years before one finishes school or maybe a couple of days after the results are announced. Undeniably, there is a gap between what we teach our children and what they need to learn. The aim to create the Role & Rolland™ My Dream Job Guide (A 26-book series on world professions) Series was to fill in this gap. The Role & Rolland™ My Dream Job Guide (A 26-book series on world professions) Series 1 is a set of 26 books, one for each alphabet. Each book covers ten professions, the names of which begin with that alphabet. For example, the book for the alphabet A covers professions like academic dean, acupuncturist, artistic gymnast, auditor, and so on. This synopsis outlines the vision and the concept behind these books and introduces you to the soul of our books—the Role & Rolland gang! The concept The concept is built around the play-and-learn and interactive learning techniques. The idea is to not just educate kids about a profession, but also tell them facts that will inspire in them a curiosity to know more on their own. There are activities and dress-up and role play games that will make the kids think from that professional's point of view. These games also involve friends and family, so the social interactions part is covered too! Each profession, apart from the content describing its key aspects in sufficient detail, includes the following sections: Polish your vocabulary! Good to know stuff! It's activity time! Let's go the extra mile! Fame crunch! Let's role play! The section names have been kept in a way that they aren't just attractive to sound but are also self-explanatory.

manuals cafe: FOOD & BEVERAGE MANUAL GIANCARLO PASTORE, 2021-04-10 Colossal book per il settore ristorazione. Sono affrontate le tematiche dal budget al controllo di gestione. Ampio spazio all'organizzazione della sala ristorante, bar, cucina. Food cost e beverage cost. Dizionario traduttore gastronomico in cinque lingue. Revpash, Calcolo revpar presenze, Revpasf, Revpath, Net rev par, Costi mese bkf, INDICATORI DI REDDITIVITÀ, R.O.E., E.B.I.T., E.B.I.T.D.A. Manuali di procedure per tutti i reparti. ABSTRACT DESCRIZIONE LIBRO Colossal book per il settore ristorazione. Sono affrontate le tematiche dal budget al controllo di gestione. Ampio spazio

all'organizzazione della sala ristorante, bar, cucina. Food cost e beverage cost. Dizionario traduttore gastronomico in cinque lingue. Revpash, Calcolo revpar presenze, Revpasf, Revpath, Net rev par, Costi mese bkf, INDICATORI DI REDDITIVITÀ, R.O.E., E.B.I.T., E.B.I.T.D.A. Manuali di procedure per tutti i reparti. SOGGETTO: Economia / Industria / Management CONTENUTI DEL LIBRO EMPATIA IL TUO BRAND? Il food & beverage manager _ L'hotel è suddiviso in dipartimenti (dpt) SUDDIVISIONE RICAVI/REVENUE PER REPARTI DPT F.&B. & RELATIVI COSTI Job description _ L'INTERVISTA PER UN POSTO DI LAVORO _ COME INTERVISTARE IL CANDIDATO CURRICULUM VITAE & SELF MARKETING _ MOTIVAZIONE Percentuali & calcolo _ SCONTISTICA _ ESERCIZI Metriche _ performance _ REVPASH _ CALCOLO REVPAR PRESENZE _ REVPASF _ REVPATH _ NET REV PAR _ COSTI MESE BKF Indicatori di redditività _ R.O.E. _ E.B.I.T. _ E.B.I.T.D.A. Imposta taxa tributo _ IMPOSTE DIRETTE E LE IMPOSTE INDIRETTE I.V.A. _ Significato _ Imponibile _ IMPRESA - AZIENDA - DITTA BUDGET _ FORECAST _ CONTROLLO DI GESTIONE (CdG) _ ANALYSIS IL BUDGET È BEN PIÙ DI UNA SEMPLICE PREVISIONE _ Bilancio di previsione Budget GD HTL ROYAL esempio _ LA CREAZIONE DI UN BUDGET MAPPATURA ROOMS DIVISION GD HTL ROYAL BUDGET POTENTIAL REVENUE ROOMS DIVISION GD HTL ROYAL BUDGET Presenze / rooms & percentuali SEGMENTAZIONE DI MERCATO Revenue /produzione METRICHE BUDGET ROOMS DIVISION GD HTL ROYAL BUDGET ROOMS DIVISION GD HTL ROYALCOMMISSIONI % Termini MKTG COSTI BUDGET ROOMS DIVISION GD HTL ROYAL COSTI ROOMS DIVISION DPT GOAL...YES MAN CASE HISTORY ROOMS DIVISION DPT ORGANIGRAMMA & COSTI PAURA & RABBIA Budget DPT FOOD & BEVERAGE REVENUE DPT F&B STATISTICHE COSTI BUDGET DPT F&B esempio COSTI DPT F&B SEGMENTI DI COSTO SUDDIVISI PER REPARTI esempio FORECAST COSTI PERSONALE LABOUR COST DPT F&B esempio ANALYSIS COSTI PERSONALE LABOUR COST DPT F&B esempio VG BAR BUDGET esempi o BVG COFFEE + THE-TEA BREAK esempio BVG BISTROT OPEN SPACE + RST MILANO esempio FOOD CUCINA RST MILANO esempio FOOD CUCINA BISTROT "OPEN SPACE" esempio FOOD CUCINA BNQ esempio FOOD CUCINA SERVITO AL BAR esempio FOOD CUCINA ROOM SERVICE esempio FOOD CUCINA + BVG BREAKFAST esempio NOLEGGIO BIANCHERIA DPT F&B esempio MAPPATURA DPT F&B esempio SCALA DI YORK P&L Calculation / ANALYSIS GD HTL ROYAL P&L Calculation REPORT GD HTL ROYAL B.E.P. ROOMS DIVISION PRINCIPIO DI PARETO IL DIAGRAMMA DI PARETO BAR INTELLIGHENZA Beverage cost cocktail esempio Figure professionali Attrezzature IL MARKETING INTERNO Termini al bar LONG DRINKS & INGREDIENTI COCKTAIL & INGREDIENTI Porzionature TASSO ALCOLICO & PORZIONATURE IRISH COFFEE Dove li serviamo Birra BIRRA E DIETA: CONTIAMO LE CALORIE Il malto: cereali germinati in acqua e poi essiccati e torrefatti. Il lievito: bassa e alta fermentazione Il luppolo: il gusto piacevolmente amarognolo della birra L'acqua: non tutte sono uguali per produrre buona birra. Dal malto alla birra: un procedimento pressoché uguale da sempre Composizione nutrizionale Contenuto Calorico Birre & calcoli Classificazione STYLE & TERMINI Scheda controllo gestione PROCEDURA E INSERIMENTO CALCOLO REDDITIVITA' CONTROLLO AMERICAN BAR CAFFETTERIA SCHEDA INVENTARIO MAGAZZINO BAR Curiosità Fisica e macinatura del caffè Organizzi degustazioni? Prepara un contrattino ICE Carta distillati e acqueviti ACQUEVITI DI FRUTTA ACQUEVITI DI VINACCIA DISTILLATI DI MELE DISTILLATI DI VINO LIQUORI VARI AMARO D'ERBE RHUM RON RUM DISTILLATI E ACQUEVITI Tè CARTA DEI TÈ CARTA DELLE TISANE INFUSI CARTA DEI CAFFÈ CARTA DEGLI ORZI AUTOSTIMA & COMPETENZA CUCINA Chef di cucina profilo professionale LA CUCINA SOLITAMENTE È SUDDIVISA IN PARTITE: Food cost SCHEDE FOOD COST CALCOLO COSTO SCATOLAME MARKETING FOOD BVG E PREZZI DI VENDITA SCARTI E PERDITE DI PESO Brainstorming Breakthrough Organizzazione cucina & logistica Tipologia di cucina Controllo della merce Funzione dei singoli locali Progettazione PENTOLE: & MATERIALI CUCINA SENZA GLUTINE PERDITE MEDIE DI ALCUNE VITAMINE IN SEGUITO A COTTURA (%) PERDITE PERCENTUALI DI VITAMINA C RISPETTO AL TRATTAMENTO DI COTTURA COTTURE & PERDITE DI PROTEINE LE VITAMINE VITAMINE IDROSOLUBILI SOLUBILI IN ACQUA VITAMINA B2: RIBOFLAVINA Alimenti & conservazione MICRORGANISMI I PICCOLI SEGRETI DELLA COTTURA A VOLTE È CAPITATO DI

RITROVARE SAPORI ED ODORI SGRADUEVOLI IN CIBI SICUREZZA ALIMENTARE UOVO Fisica & chimica Atomi Tavola periodica Il peso e il numero atomico I legami chimici Il legame ionico Il legame covalente Il legame metallico Le reazioni chimiche I metalli I non metalli I composti chimici Acidi e basi STILI DI LEADERSHIP GLOSSARIO ALCUNE FAMIGLIE DI SALI L'ALCHIMIA LA SCOPERTA DEGLI ACIDI LE SOSTANZE BASICHE IL SALE COMUNE MICROCRISTALLI PERCHÉ

L'ABBATTITORE: VANTAGGI = RISPARMIO DI TEMPO CONGELAMENTO MONTARE GLI ALBUMI A NEVE ACQUA E SALE CACAO & LAVORAZIONI LE SPEZIE E GLI AROMI DOLCE & SALATO I FUNGHI VELENOSI CONDIMENTI CALORIE & CALCOLI CUCINE ETNICHE KOSHER: LOCALI ETNICI La musica riveste una nota di accoglienza importantissima. Cucina Giapponese Cucina Cinese Cucina Coreana Cucina Pachistana Cucina Indiana Cucina Thailandese Cucina Afghana Cucina Siriana Cucina Araba Cucina del Madagascar Cucina del Marocco Cucina di Zanzibar Cucina Peruviana Cucina Colombiana Cucina Messicana Cucina del Guatemala ANALISI SENSORIALE CURIOSO Com'è nata la toque blanche? IL RISO VENERE COME SONO NATI I RISTORANTI I LATINI DICEVANO "IEIUNARE" L'ETIMOLOGIA È INCERTA LA NATURA MORTA DI CUCINE: DALLA PREGNANTE CONCRETEZZA DEI SENSI AL SOGNO SCOPERTA L'AREA CEREBRALE RESPONSABILE DELL'ABUSO DI CIBO MENU PERIODICI IN ALBERGO CARTA BUFFET INSALATE SEMPLICI & COMPOSTE CARTA DEI CONTORNI CARTA DELLE UOVA CARTA DEI BURRI COMPOSTI CARTA DEL PANE GOURMET & GOURMAND CARTA DESSERT CARTA FORMAGGI ITALIANI CARTA FORMAGGI MONDO CARTA DEI SALI COMPOSIZIONE CHIMICA OLIO OLIVA CARTA OLII EXTRA VERGINE D'OLIVA ITALY CARTA DEGLI OLII EXTRA VERGINE D'OLIVA SPAGNA REQUISITI STRUTTURALI RISTORANTE R.E.I. PROGETTAZIONE AUTOCAD SPAZI MISURE CUCINA LAY OUT DISPOSIZIONE SERVIZI Il manuale e interpretazione LA COMUNICAZIONE DEL MANUALE AL PERSONALE NEOASSUNTO IL FORMATO DEL MANUALE E I SUOI CONTENUTI LA POLITICA QUALITÀ DELL'AZIENDA IL RESPONSABILE DEL QUALITY ASSURANCE "DISTRIBUZIONI CONTROLLATE E NON CONTROLLATE LE LINEE GUIDA DEL SISTEMA UN TIPICO INDICE DI LINEE GUIDA POTREBBE ESSERE: INDICE DELLE PROCEDURE Metodi comportamentali COME PROPORSI AL CLIENTE COSA EVITARE PRESENTAZIONE ED ORDINE GENERALE ASPETTO ESTERIORE UOMINI DONNE NORME Manuale di procedure cucina LA QUALITÀ DEGLI ALIMENTI LA CONSERVAZIONE DEGLI ALIMENTI NORME GENERALI esempio OPERAZIONE MANI PULITE NORME D'IGIENE - IGIENE NEI LOCALI CUCINA ECONOMATO/MAGAZZINI TOILETTE DEL PERSONALE IGIENE DEI PRODOTTI ALIMENTARI RISPETTARE LE SEGUENTI TEMPERATURE PER UNA CORRETTA CONSERVAZIONE DEI CIBI: MOLTIPLICAZIONE BATTERICA Tossinfezioni BOTULINO SALMONELLA STAFILO-COCO (AUREO) IGIENE E SICUREZZA BATTERI FRIGGITRICE - esempio GRADO DI BRUCIATURA DEI GRASSI - PUNTO DI FUMO IGIENE DEGLI UTENSILI E MACCHINE Acquisti & controlli INVENTARIO E MAGAZZINO MODULO CARICO / SCARICO MAGAZZINO LE RIMANENZE DI MAGAZZINO: ASPETTI OPERATIVI E CONTABILI ELEMENTI COSTITUTIVI DELLE RIMANENZE CONTROLLO E GESTIONE MAGAZZINI RIFERIMENTI CUCCHIAINO RIFERIMENTI CUCCHIAIO RIFERIMENTI LIQUIDI UNITÀ DI MISURA SISTEMA INTERNAZIONALE ESEMPIO CALCOLO INVENTARIO E PRODUZIONE FOOD & BEVERAGE ESEMPIO INVENTARIO MAGAZZINO CUCINA MODULO GRAMMATURE STANDARD PORZIONI esempio IL CONFEZIONAMENTO DEI PRODOTTI L'ARTE DI SCONGELARE IL FRESCO CONFEZIONATO METODI DI PULIZIA SCALA DEL PH SCHEDE TECNICHE PRODOTTI DI PULIZIA esempio SCHEDE TECNICHE H.A.C.C.P. LOCALI E AREE DEL RISTORANTE esempio BREAKFAST IL SERVIZIO BREAKFAST IN ALBERGO BUFFET UNICO LE UOVA AL BREAKFAST YOGURT BREAKFAST ELENCO FOOD & BEVERAGE MENU DIETETICI PER BEAUTY FARM MENU SETTIMANALE QUANTO CIBO ? kCal MANUALE DI PROCEDURE BKF AL TAVOLO O AL BUFFET LA CLIENTELA ALLESTIMENTO DEL BUFFET MISE EN PLACE DEI TAVOLI PRIMA COLAZIONE IN CAMERA COMPOSIZIONE DEL BREAKFAST SET-UP SERVIZIO BREAKFAST ELENCO FOOD & BEVERAGE ANALYSIS BREAKFAST COSTI RICAVALI esempio SALA RISTORANTE ACCOGLIENZA PSICOLOGIA IN SALA RISTORANTE LA CONVERSAZIONE IL CLIENTE SGARBATO PICCOLE ATTENZIONI PER IL MIO OSPITE

CONTROLLO CONTINUO DELLO STILE DI SERVIZIO L'ELEGANZA DEL GESTO È ESSENZIALE PER IMPREZIOSIRE LA VENDITA IL MOMENTO PSICOLOGICO DEL CONTO AL CLIENTE
JOB DESCRIPTION BRIGATA DI SALA PRIMO MAÎTRE D'HOTEL O DIRETTORE DEL RISTORANTE
BANQUETING MANAGER SECONDO MAÎTRE D'HÔTEL TERZO MAÎTRE D'HOTEL MAÎTRE DE RANG
CHEF DE RANG CHEF TRANCHEUR COMMIS DE RANG PRIMO MAÎTRE D'ÉTAGE CHEF D'ÉTAGE
COMMIS D'ÉTAGE AFFIANCA LO CHEF D'ÉTAGE CONTORNO - DECORAZIONE - GUARNIZIONE
SERVIZI IN SALA RISTORANTE Sommelier DECANter ? - GLACETTE ? - SEAU A GLACE?
SERVIZIO LA DEGUSTAZIONE PROFESSIONALE AMBIENTE STRUMENTI FASI DEGUSTAZIONE
L'ANALISI VISIVA LIMPIDEZZA INTENSITÀ COLORE L'ANALISI OLFATTIVA INTENSITÀ
CARATTERISTICHE AROMATICHE L'ANALISI GUSTATIVA Dolcezza Acidità Tannini Alcool
Corpo Intensità dei profumi Caratteristiche dei profumi Struttura Persistenza Qualità
AROMI E PROFUMI PRIMARI AROMI E PROFUMI SECONDARI AROMI E PROFUMI TERZIARI
Manuale procedure sommelier LAY-OUT STRUTTURA ATTREZZI DEL MESTIERE COME
APRIRE UNA BOTTIGLIA DI SPUMANTE DECANter O SCARAFFARE COME SERVIRE IL VINO
ORDINE DI SERVIZIO TEMPERATURA DI SERVIZIO DEL VINO IL SERVIZIO DI ALTRE BEVANDE
LA CANTINA LA BOTTIGLIA IL TAPPO TAPPO COMPOSTO TAPPO AGGLOMERATO TAPPO
SINTETICO TAPPO A VITE TAPPO CORONA DIFETTI DEL VINO ENOLOGIA VITIGNI. COSA
S'INTENDE PER VITIGNO AUTOCTONO? IN COSA CONSISTE LA VERNACOLIZZAZIONE?
ESEMPIO: AGLIANICO SINONIMI ACCERTATI E PRESUNTI L'APPARTENENZA DI UN VITIGNO
AD UNA " FAMIGLIA" È INDICE DELLA SUA ORIGINE? COS'È L'AMPELOGRAFIA? QUALI
SONO I PRINCIPALI METODI DI DESCRIZIONE AMPELOGRAFICA? METODI MORFO-DESCRITTIVI
METODI CHEMIO-TASSONOMICI ANALISI DEL D.N.A. pH GLI EFFETTI DEL PH NEL VINO SONO:
CHIARIFICHE Benchmarking GLOSSARIO VINI WINE Beverage cost esempio ATTINENZE
TRA CIBI E COLORI Carta vini esempio VINI BIANCHI VINI ROSSI Carta acque minerali
Menu carte & liste LA CARTA MENU LE FASI DEL VENDERE NELLA SUCCESSIONE LOGICA
DEI TEMPI COME SI PRESENTA LA SALA RISTORANTE? IL LOCALE RIESCE A DARE UN "ATMOSFERA"
FAVOREVOLE? DEFINIZIONE DELL'AMBIENTE IN RELAZIONE AL MENU PROGETTAZIONE
DELLA CARTA MENU IL LINGUAGGIO DELLE LISTE CHIAREZZA NEL LINGUAGGIO
DENOMINAZIONE DELLE PORTATE MISE EN PLACE Manuale di procedure SALA RISTORANTE
Procedure di servizio del personale di sala ristorante Durante il servizio: Fine servizio: Comande
Conservare le merci stoccate: Accogliere l'ospite a partire dal n° di posti ristorante pronti per clienti
prenotati e walk-in: Ricette per flambée TAGLIOLINI AL SALMONE FILETTI DI SOGLIOLA ALLA
PROVENZALE SCAMPI AL CURRY FILETTO STROGONOFF FILETTO AL PEPE VERDE LA CHIMICA
DEL FLAMBÉE CATERING & BANQUETING PRINCIPALI OCCASIONI DI ATTIVITÀ DI
BANQUETING: LE PRINCIPALI FASI DEL SERVIZIO DI BANQUETING STUDIO DEL PIANO
OPERATIVO REALIZZAZIONE DEL SERVIZIO SMANTELLAMENTO VALUTAZIONI FINALI SCHEDA
PROGETTAZIONE FATTIBILITÀ PRODUZIONE BNQ SCHEDA VALUTAZIONE MARKETING HÔTEL
Spazi: circonferenze & diametri ALLESTIMENTO SALA BNQ SPAZI: CIRCONFERENZE &
DIAMETRI Manuale procedure BNQ IL BUFFET Esempio BROCHURE BANCHETTI PROPOSTE
MENU BANCHETTO Ordine di servizio esempio Revenue cost bnq PROCEDURE INSERIMENTO E
SVILUPPO BANCHETTISTICA Esempio Contratto CAPARRA CONFIRMATORIA ROOM SERVICE &
MINIBAR PROFIT & LOSS STATEMENT PROCEDURE MINIBAR esempio PROCEDURA SET-UP
PROCEDURE PER L'APPROVVIGIONAMENTO DEI PRODOTTI STOCCAGGIO, CONTROLLO E
SMALTIMENTO PRODOTTI NEI MAGAZZINI PROCEDURE PER IL REFILL DEI MINIBAR NELLE
CAMERE GESTIONE DEI PRODOTTI IN SCADENZA GESTIONE DEL MINIBAR TRA FRONT OFFICE
E HOUSEKEEPING SERVICE DUTIES MORNING SHIFT 6:30-15:00 INTRODUZIONE ALLE
TECNICHE TELEFONICHE AVANTI TUTTA Traduttore gastronomico culinario ANTIPASTI
APPETIZERS HORS D'HOEUVRE ENTREMESES VORSPEISEN CARNI FREDDE COLD MEATS
VIANDES FROIDES FIAMBERS KALTER FLEISCHAUFSCHNITT TARTELETTE TARTLETS
TARTELETES TARTALETAS TÖRTCHEN MINESTRE SOUPS POTAGES SOPAS SUPPEN PASTA E
RISO PASTA & RICE PÂTES ET RIZ PASTA Y ARROZ NUDELN UND REIS PESCE FISH MAIN

COURSES CARNE MEAT MAIN COURSES DOLCI SWEETS DESSERTS POSTRES SÜB SPEISEN
 VERDURE VEGETABLES LÉGUMES VERDURAS GEMÜSE VEGETABLE PREPARATION FRUTTA
 FRUIT FRUITS FRUTAS OBST COLD CUTS EGGS BURRI E SALSE BUTTER & SAUCES BEURRES
 ET SAUCES MANTEQUILLAS Y SALSAS BUTTER UND SAUCEN SALSE SAUCES ET SAUCES
 SALSAS SAUCEN ERBE SPEZIE AROMI AROMATIC HERBS & SPICES FINES HERBES, ÈPICES ET
 AROMATES HIERBAS, ESPECIAS Y AROMAS KRÄUTER UND GEWÜRZE ALTRI INGREDIENTI
 ADDITIONAL COOK'S INGREDIENTS AUTRES INGRÈDIENTS OTROS INGREDIENTES WEITERE
 ZUTATEN BEVANDE BEVERAGES BOISSONS BEBIDAS GETRÄNKE PERSONALE & MANSIONI
 Quadri & livelli Esempio Busta paga Addetto di 3° LIVELLO RETRIBUZIONE C.C.N.L. ESEMPIO
 Busta paga 3° LIVELLO CON SUPERMINIMO DI 560,00 € Costo azienda Area Quadri Politica del
 personale SAPER LEGGERE LA BUSTA PAGA RETRIBUZIONE DIRETTA RETRIBUZIONE
 INDIRETTA Retribuzione differita Fringe Benefit Superminimo Maggiorazioni Lavoro straordinario
 Malattia Controlli di malattia e le fasce orarie Contributi previdenziali Costruzione dell'imponibile
 contributivo Imposta fiscale Costruzione dell'imponibile fiscale Rimborsi spese per trasferta fuori dal
 comune sede di lavoro Trasferte a rimborso misto Trasferte con rimborso a piè di lista Rimborso
 spese per trasferta entro il comune sede di lavoro Rimborso spese al collaboratore per uso auto
 propria Aspetti fiscali dei rimborsi per le spese di trasferta per il lavoratore Trattamento fiscale delle
 trasferte Aspetti fiscali dei rimborsi per le spese di trasferta per l'impresa La documentazione delle
 spese Addizionali Regionali e Comunali Trattamento di fine rapporto (T.F.R.) Festività Stress da
 lavoro correlato Effetti dello stress sui lavoratori Che cos'è lo stress da lavoro correlato?
 DOCUMENTO DI VALUTAZIONE DEI RISCHI CHE COS'È? AZIONI CORRETTIVE QUANDO VANNO
 PROGRAMMATE? CHECKLIST INDICATORI STRESS LAVORO CORRELATO Burnout Coping:
 Distress Eustress Fatica Focus group Fonti di stress Procedimenti/sanzioni disciplinari Mobbing
 Processo di coping R.L.S. R.S.P.P. Valutazione cognitiva Valutazione della percezione soggettive
 PIANO SANITARIO Giudizi ANALYSIS IL BILANCIO D'ESERCIZIO CONTO ECONOMICO (CE).
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 GESTIONE IL DIRECT COSTING IL FULL COSTING Piano dei conti MEETING & RIUNIONI
 Strumenti manageriali CENTRO CONGRESSI TERMINI Codice fonetico I.C.A.O. Fabbisogno
 economico FABBISOGNO FINANZIARIO Budget meeting proposta e calcolo AUDIT SCHEDA
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 BUSINESS PLAN & PRESENTAZIONE SINTETICA DEL PIANO LA PRESENTAZIONE SINTETICA
 DEL PIANO RIPISTA: IL PIANO DI MARKETING IL PIANO DI VENDITA E IL PIANO DI
 PRODUZIONE IL PIANO DEI COSTI GENERALI IL PIANO DELLE IMMOBILIZZAZIONI IL
 FABBISOGNO FINANZIARIO E I FLUSSI DI CASSA & PRESENTAZIONE SINTETICA DEL PIANO IL
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