

Learning Unit *Host Function*

Learning Outcomes

The participant can prepare a guest room accordingly, knows basic forms of greeting and recognizes potential needs of the guest.

Target Group

The learning unit is aimed at participants who work in the service area. A certain level of verbal and facial expression is required. General content can be conveyed in simple language and with image materials.

Content of Learning Unit

A) Preparation of the Dining Room:

The participant knows requirements for the guest room, such as: adequate light, temperature and cleanliness. He / She can evaluate an existing atmosphere and properly evaluates. All necessary items such as order pads / pens, cutlery, serving etc. can be provided by the participant in the immediate vicinity.

B) Greeting the Guests:

The participant knows the importance of an active and appropriate greeting. Verbal greetings, facial expressions and body language can be tried out in role-playing games and reflected on in small groups.

C) Catering for Guests:

The participant learns an appropriate schedule of greeting, order placement and further care such as subsequent orders and questions about the satisfaction of the guest. The participant tries to assess and interprets the body language of the guests for example to recognize if the guests make a satisfied impression, if they still need something or if they are possibly dissatisfied.

D) Farewell to the Guests:

The participant knows how to say goodbye.

Application Task

Assessment of Work Performance

The processes and requirements are practiced and reflected in role plays. In later practice, the behavior shown is observed and continuously reflected on with the participant.

Theoretical content can be queried repeatedly in the group to internalize it.



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