

## **Chapter - Four**

### **F&B Staff Attitudes and Competencies**

Each member of the F&B department hierarchy needs to have the following traits and skills:

#### **Knowledge**

Awareness of one's responsibilities and roles, appropriate knowledge of food items, food and beverage pairing, etiquettes, and service styles is a great way to build confidence while serving the guests.

#### **Appearance**

It creates the first impression on the guests. The F&B staff members must maintain personal hygiene, cleanliness, and professional appearance while being on duty.

#### **Attentiveness**

Attentiveness is paying sincere attention to details, memorizing the guests' needs and fulfilling them timely with as much perfection as one can put in.

#### **Body Language**

The F&B Services staffs needs to conduct themselves with very positive, energetic, and friendly gestures.

#### **Effective Communication**

It is very vital when it comes to talking with co-workers and guests. Clear and correct manner of communication using right language and tone can make the service workflow smooth. It can bring truly enhanced experience to the guests.

#### **Punctuality**

The F&B Services staffs needs to know the value of time while serving the guests. Sincere time-keeping and sense of urgency helps to keep the service workflow smooth.

#### **Honesty and Integrity**

These two core values in any well-brought-up person are important for serving the guests in hospitality sector.