



# Food and Beverage Operations Provide Quality Service

TGS-2020504080

Over the years, ICASTEC positioned as a vocational school with great passion and enthusiasm for hospitality, food and beverage, culinary and pastry with focus on leadership, entrepreneurship and management, and be recognized as a quality education institution.

At ICASTEC, we offer quality education programs as well as “after study” opportunities and progression, including internship, higher study progression locally and/or 3rd-country, and career counselling.

- Programs at ICASTEC are internationally recognised with and progression pathways
- ICASTEC recognises the importance of Holistic Education and preparation of our students for personal development, career and life
- ICASTEC offer opportunities for “After-School” Progressions



Contact info  
ICASTE Main Office@  
1 Sophia Road,  
#07-06/07/19, Peace  
Centre,  
Singapore - 228149

ICASTE@  
1A Short Street  
#01-08  
Singapore - 188210  
6535 4187  
enquiry@icastec.com

# Serve with Pride. Lead the Change.

We deliver quality education to realise our mission, vision and values via Holistic Education of “Connecting to the Real-World”, and Culture for student experience, performance and outcome, which is also our brand and branding focus. Therefore, our school culture as “**Serve with Pride, Lead the Change**”.

On completion of the module the participant will be equipped with the knowledge and skills required to recognise diverse range of customers and their needs and expectations, identify service quality and fixing service problems in order to provide quality service delivery.

## Food and Beverage Operations Provide Quality Service

### Quality Service



### FOR WHOM?

- Participants interested in entering the Food and Beverage Operations Industry and aspiring staff going for upgrading

### TAKE AWAYS

- Define Internal and External Customer
- Explain the ways to meeting Customer's needs and expectations
- Recognise the 3 Levels of Customer Service
- Explain the importance of Service Quality
- Explain the Causes and Effects of Service Failure
- Recognise the Benefits of Service Recovery

### DURATION

Full (1) day course @ SGD 350/- per participant

