

ADVANCED CERTIFICATE (LEVEL 3)



Take the Next Step: S\$2000 Advanced Food & Beverage Management Programme for Experienced Professionals!

COURSE OVERVIEW & HIGHLIGHTS

- 3 Modules | 45 Hours
- Must have 1 year experience with a Certificate in a related field
- 100% online & self-paced
- Certificate upon completion
- Recognized by WorldChefs Association
- Taught by industry-leading chef educators

DELIVERED BY:



PARTNER OF:



RECOGNISED BY:



RATED THE BEST CULINARY ACADEMY, YEAR ON YEAR SINCE 2016!



Culinary Arts Food & Beverages Management



FOOD & BEVERAGE MANAGEMENT CURRICULUM

ADVANCED CERTIFICATE - LEVEL 3 | 3 MODULES

OVERVIEW AND ORIENTATION

- Course Introduction & Orientation

MODULE

1

CUSTOMER RELATIONS EXCELLENCE

- Course Introduction
- Importance of Exceptional Customer Service
- Why Customer Service Starts With You: Projecting a Professional Image and Persona
- Understanding Service Triggers: Addressing Challenges and Enhancing Communication
- Learning How to Cater to a Diverse Range of Customers (Their Needs and Expectations)
- Module Assessment
- Teaching & Learning 4 (TL4) Session

MODULE

2

CUSTOMER SERVICE PLANNING, MANAGEMENT AND EXCELLENCE

- Course Introduction
- What Makes Customer Service Exceptional? Insights and Understanding Our Audience
- Mastering Effective Customer Communication: Five Key Rules and the Power of Empathy
- Strategies for Superior Customer Service: Reducing Effort, Managing Expectations, and Over-Delivering
- Module Assessment
- Teaching & Learning 4 (TL4) Session

MODULE

3

PRODUCTIVITY OPTIMISATION FOR FOOD AND BEVERAGES OPERATIONS

- Course Introduction
- Organizational Culture and Productivity
- Innovative Work Culture: The Role of Innovation, DMAIC Model, and Vision Building
- Efficiency and Effectiveness
- Unlocking Solutions: Systematic Problem Solving, Systems Thinking, and Cause-and-Effect Techniques
- Module Assessment
- Teaching & Learning 4 (TL4) Session

FINAL

FINAL ASSESSMENTS

- Written Assessment
- Practical Assessment