



### ***Certified Restaurant Server (CRS)***

A restaurant server has been defined as “a food and beverage employee who does everything possible, within reason, to make each guest’s dining experience exactly what he or she wants it to be, and who exceeds guest expectations whenever possible” (AHLEI, 2015). You are the visible creator of each successful guest experience in your restaurant. This embraces both guests staying within your hotel and local residents frequenting your establishment for meals and libations.

You assume many different roles in your interactions with your guests. This starts with your role of a hospitality professional, greeting each guest with a warm and friendly welcome as they are seated. You serve as the menu expert, deliciously describing the various culinary options available. You serve as a nutritional expert, describing any possible allergens and offering alternative selections to guests with specific nutritional requirements. You may serve as a wine sommelier or spirit expert, suggesting beverages that pair well with specific dishes. You will also serve as a skilled conversationalist as you engage each guest in discussion throughout their time spent with you. The more you know about your job, your restaurant, your property, and your local community, the better you will be able to refine your role to ensure the highest possible level of satisfaction to each of your guests. This will lead to delighted customers, higher tips, and positive social media reviews leading to both new and repeat customers.

**Who Should Attend This Course?** This course is recommended for both new and experienced restaurant servers wishing to enhance their knowledge, skills, and abilities to positively impact the experience of each of their guests.

**Certification Overview:** The Certified Restaurant Server designation recognizes the skills and knowledge needed to succeed as a professional in a front-line position in a dining facility. The line level certification is supported by the START (Skills, Tasks, and Results Training) program. This course provides training in restaurant server key task performance, general hospitality knowledge, and the professional and soft skills needed in the hospitality industry. Training is provided in a classroom setting at a local hospitality property. Course materials will be provided with the certification exam being conducted at the end of class on the second day of the course. Successful candidates will receive a certificate, and the global recognition of their achievement.

**For more information, please contact:**

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