

DAY 2 TRAINING PROGRAMME: Service Provisions in Hospitality and Gastronomic Establishments

Facilitator: Ayub Kato, Managing Partner, Smiling Faces International (SFI)

Target Audience: Hospitality, Front Office, Food & Beverage, Housekeeping, and Operational Leaders (25 Participants per Regional Hub)

Training Dates & Venues

Regional Hub & Venue	Date (2026)
Eastern Africa (Dar-es-Salaam, Tanzania)	2nd September
Southern Africa (Harare, Zimbabwe)	23rd September
Western Africa (Accra, Ghana)	7th October

Detailed Schedule (08:30 AM – 04:30 PM)

08:30 AM – 09:00 AM | Arrival, Registration & Coffee

- **Activities:** Participant arrival, registration, settling in, and networking.

09:00 AM – 10:00 AM | Session 1: Service Leadership & The S.T.A.R.S Framework

- **Welcome & Introductions:** Setting the strategic tone for Day 2.
- **The S.T.A.R.S Framework:** Exploring the foundational core of hospitality leadership.
- **The Manager on Duty (MOD) Concept:** Leading proactively from the floor rather than the back office.
- **Interactive Element:** Brief group discussion on regional leadership challenges.

10:00 AM – 10:30 AM | Morning Tea & Networking Break

10:30 AM – 11:45 AM | Session 2: Front Office Excellence & Service Recovery

- **First Impressions & SOPs:** The 10-second greeting rule and Telephone Call Shopping standards.
- **Proactive Sales & Yield Management:** Techniques for smooth upselling.
- **The Art of Complaint Handling:** Taking ownership and acting with operational urgency.
- **Interactive Element:** Role-Play Scenario – *"The Walked Guest"* (S.T.A.R.S Recovery model).

11:45 AM – 01:00 PM | Session 3: Gastronomy & F&B Service Excellence

- **FOH & BOH Synergy:** Understanding the Escoffier Kitchen Brigade structure.
- **Order of Service:** Mastering the 10 touchpoints.
- **Food Safety Fundamentals:** HACCP principles, FIFO inventory control, and navigating the Temperature Danger Zone.
- **Interactive Element:** Walkthrough simulation of managing a severe operational emergency.

01:00 PM – 02:00 PM | Lunch Break

02:00 PM – 03:15 PM | Session 4: Housekeeping & Facility Management

- **Core Philosophy:** *"Would I pay money to sleep in this room?"*
- **Zero Defect Inspection:** Mastering the 5-Zone Flow.
- **Linen & Inventory Control:** Managing pars effectively and theft prevention.
- **Maintenance SLAs:** Emergency (30 mins) vs. Priority (2 hrs) vs. Routine requests.
- **Interactive Element:** Photographic audit exercise – identifying hidden operational defects.

03:15 PM – 03:45 PM | Afternoon Tea Break

03:45 PM – 04:15 PM | Session 5: Modern Standards, Quality Assurance & MICE

- **Mystery Shopping:** Understanding what quality assessors look for and score.
- **High-Value MICE Management:** Operational requirements and execution for large-scale events.
- **Modern ARSO Standards:** Focus on Sustainability, Accessibility, and Data Privacy.

04:15 PM – 04:30 PM | Program Close & Action Planning

- **Interactive Q&A:** Addressing regional operational challenges across Eastern, Southern, and Western Africa.
- **Personal Action Plans:** Committing to implement at least one standard within 48 hours post-training.
- **Wrap-Up:** Final remarks by Ayub Kato.

Program Note

This program is highly adaptable. Scenarios and role-plays will be localized to reflect the specific cultural and operational nuances of Eastern, Southern, and Western Africa.