



Hospitality and Catering

# Prepare and serve hot drinks

## Lesson 6

Become competent in preparing and serving hot drinks in the hospitality and catering industry with this course.





# Customer Service

- Always greet with a smile and be welcoming
- Take the order at the counter or the table
- Check the order





# Customer service

- Prepare and serve the order safely
- Check if the customer has everything they need





# Receiving payment

Depending where you work:

- Payments will be made at the counter
- Or at the table





# Revision Activity 6

**How do you practice  
good customer  
service.**