



Hospitality and Catering

Counter and takeaway services

Lesson 3

Master the job role of counter and takeaway service in hospitality and catering with this course.





Serving customers

This is not difficult but you must make an effort.

- Smile
- Be polite
- Do things quickly but safely





Welcome your customers

- Be friendly
- Fast food chains have set ways of greeting customers.
- Good Morning – Good afternoon





Serving speed

If you can, serve them straight away.

If not – tell them how long it will be.





Serving food safely

Use service trays.

Use protective food containers.





Revision Activity 3

What should you do when serving a customer?