



Food and Beverage Daily Management Essentials Training Course

28 March – 1 April 2027
Johannesburg



Food and Beverage Daily Management Essentials Training Course

Ref: 1563_215434 **Date:** 28 March – 1 April 2027 **Location:** Johannesburg **Fees:** 4500 Euro

Overview

Food and Beverage Daily Management Essentials Training Course is a one-week foundation course for new supervisors, shift leaders, and hospitality coordinators who leave with a Food and Beverage Daily Management File. Participants connect service planning, menu and cost awareness, staffing, purchasing, stock, food-safety coordination, guest recovery, closeout, and reporting. The course turns shift responsibilities into repeatable controls. Agile Leaders Training Center presents food and beverage daily management through practical supervisory tools.

Who Should Attend

- Teams responsible for coordinating restaurant or hotel food and beverage shifts
- Supervisors responsible for service preparation, team briefings, and task allocation
- Staff responsible for purchasing, receiving, storage, and stock records
- Teams responsible for guest service, complaint handling, and service recovery
- Coordinators responsible for daily sales, cost, safety, and performance records

The course assumes participants already work in food and beverage service or support operations, and it leaves out culinary production skills and specialist food-safety certification preparation.

Departments and Industries

The course supports departments and industries responsible for daily food and beverage service and control.

- Hotel restaurants and food and beverage departments
- Independent restaurants, cafes, and catering outlets
- Resort, leisure, and visitor-attraction dining
- Corporate and institutional food service
- Purchasing, stores, and receiving functions
- Guest service and hospitality operations

Learning Objectives

By the end of this course, participants will be able to:



- Apply a daily food and beverage service plan
- Use menu, sales, and cost-control records
- Build staffing, briefing, and shift-allocation tools
- Analyze purchasing, receiving, and inventory variances
- Apply food-safety and service-quality checks
- Diagnose guest issues and report shift performance

Course Agenda

Day 1: Daily Service Management

- Food and Beverage Service Cycle Map
- Daily Outlet Readiness Checklist
- Guest Journey and Service-Standard Card
- Shift Handover and Responsibility Log
- Point-of-Sale and Cash-Control Routine

Day 2: Menu, Sales, and Cost Awareness

- Menu Item and Selling-Price Review Sheet
- Portion, Yield, and Waste Tracking Record
- Daily Sales Mix and Average-Spend Tracker
- Food and Beverage Cost Percentage Worksheet
- Upselling and Guest-Choice Conversation Guide

Day 3: People and Stock Controls

- Demand-Based Staffing and Roster Plan
- Pre-Shift Briefing and Task Allocation Board
- Purchase Requisition and Supplier Delivery Check
- Receiving, Storage, and Stock-Rotation Checklist
- Inventory Count and Variance Control Sheet

Day 4: Safety, Quality, and Recovery

- HACCP-Based Hazard and Control Checklist
- Time, Temperature, Hygiene, and Cleaning Record
- Cross-Contamination Prevention Workflow
- Service Quality Observation and Coaching Log
- Guest Complaint and Service-Recovery Record



Day 5: Daily Management Practice

- Suggested Exercise: Outlet Readiness and Briefing Review
- Suggested Exercise: Menu Cost and Sales Decision
- Suggested Exercise: Inventory Variance Investigation
- Suggested Exercise: Safety and Guest-Recovery Response
- Capstone Exercise: Food and Beverage Daily Management File

Practical Exercises

The course uses suggested activities to convert a food and beverage shift into a controlled management routine.

- Suggested activity: prepare an outlet readiness check, staffing plan, briefing, and task allocation for a forecast shift.
- Suggested activity: compare menu sales, portions, waste, cost percentages, and stock movements to identify action.
- Suggested activity: inspect receiving, storage, hygiene, temperature, cleaning, and cross-contamination controls.
- Suggested activity: resolve a guest issue and present a Food and Beverage Daily Management File.

FAQs

Who does food and beverage daily management essentials training suit, and what does it assume?

Food and beverage daily management essentials training suits new supervisors, shift leaders, and coordinators who already work in service or support operations and need a structured first-line management routine.

How does food and beverage management essentials training differ from advanced bar operations?

Food and beverage management essentials training covers daily restaurant and hotel controls across service, menus, staffing, stock, safety, guests, and reporting, while advanced bar operations focuses more deeply on beverage menus, responsible service, and bar-specific inventory.

How should a food and beverage supervisor plan a daily shift?

A food and beverage supervisor should combine demand estimates, reservations, menu availability, staffing, role allocation, outlet readiness, safety checks, service standards, and escalation contacts in one controlled shift plan.



How are food and beverage costs monitored during daily operations?

Food and beverage costs are monitored through sales mix, portion and yield records, waste logs, purchase and receiving checks, inventory counts, stock variances, labor deployment, and daily cost-percentage reviews.

How should food and beverage teams handle guest service recovery?

Food and beverage teams should acknowledge the issue, record facts, apply authorized recovery options, coordinate correction, communicate clearly, close the guest loop, and log the cause and follow-up action.

Conclusion

Participants take back a Food and Beverage Daily Management File linking readiness, staffing, menus, costs, stock, safety, service recovery, and reporting. The file gives supervisors one routine for preparing, controlling, and closing each shift. Its records help teams identify variances, assign actions, coach service, and communicate daily performance.