LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Table Setting & Service Etiquette

Workshop Level

LAPT — London Academy of Professional Training

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Reference HS-FBS-W • Hospitality Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

6	18	72	440	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	**HS-FBS-W**
AWARD	**Certificate**
ASSESSMENT	**440 marks — 264 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1 Advanced Service Scenarios

3 chapters · 12 classes **65 marks**

- **1 Precision in Table Setting for Varied Occasions** — 4 classes
  - 1.1 Understanding Table Setting Essentials for Diverse Events
  - 1.2 Executing Formal Table Arrangements with Precision
  - 1.3 Adapting Table Settings for Casual and Informal Gatherings
  - 1.4 Ensuring Service Etiquette Across Different Dining Scenarios
- **2 Mastering Interactive Guest Service** — 4 classes
  - 2.1 Understanding Guest Interactions: Building Rapport
  - 2.2 Anticipating Needs: Proactive Service Techniques
  - 2.3 Navigating Difficult Situations: Conflict Resolution Strategies
  - 2.4 Closing the Experience: Creating Lasting Impressions
- **3 Troubleshooting and Excellence in High-Pressure Environments** — 4 classes
  - 3.1 Identifying and Prioritizing Service Challenges
  - 3.2 Developing Quick Decision-Making Skills
  - 3.3 Implementing Calming Techniques Under Pressure
  - 3.4 Mastering the Art of Service Recovery

2 Creative Table Arrangements

3 chapters · 12 classes **65 marks**

- **1 Fundamentals of Table Design and Aesthetics** — 4 classes
  - 1.1 Understanding the Principles of Table Design
  - 1.2 Exploring Color Coordination and Theme Selection
  - 1.3 Crafting Centerpieces and Decorative Elements
  - 1.4 Applying Practical Skills in Table Arrangement
- **2 Advanced Napkin Folding and Centerpiece Creativity** — 4 classes
  - 2.1 Mastering Advanced Napkin Folding Techniques
  - 2.2 Exploring Creative Centerpiece Concepts
  - 2.3 Integrating Napkin and Centerpiece Design
  - 2.4 Applying Skills in Table Setting Simulations
- **3 Theme-Based Table Arrangements for Special Occasions** — 4 classes
  - 3.1 Explore Themes: Selecting the Perfect Theme for Special Occasions
  - 3.2 Understand Aesthetics: Matching Table Elements with Chosen Themes
  - 3.3 Learn Techniques: Creating Stunning Centerpieces and Decorative Elements
  - 3.4 Apply Skills: Executing a Complete Theme-Based Table Setup

3 Customer Engagement Strategies

3 chapters · 12 classes **65 marks**

- **1 Understanding the Dynamics of Customer Interaction** — 4 classes
  - 1.1 Exploring Fundamental Concepts of Customer Interaction
  - 1.2 Analyzing Key Elements of Effective Customer Communication
  - 1.3 Applying Techniques for Positive Customer Engagement
  - 1.4 Evaluating Case Studies in Customer Interaction Dynamics
- **2 Advanced Techniques in Personalizing Service** — 4 classes
  - 2.1 Understanding the Importance of Personalized Service
  - 2.2 Identifying Customer Preferences and Needs
  - 2.3 Implementing Customization Techniques in Table Setting
  - 2.4 Enhancing Service Etiquette Through Personalized Interactions
- **3 Managing Customer Feedback and Resolving Complaints** — 4 classes
  - 3.1 Understanding Customer Feedback: Key Components and Importance
  - 3.2 Analyzing Feedback: Techniques for Identifying Customer Needs
  - 3.3 Effective Communication: Responding to Customer Complaints
  - 3.4 Implementing Solutions: Strategies for Resolving Complaints Successfully

4 Introduction to Tableware

3 chapters · 12 classes **90 marks**

- **1 Understanding Tableware Categories** — 4 classes
  - 1.1 Exploring the Basics of Tableware Categories
  - 1.2 Identifying Different Types of Tableware
  - 1.3 Understanding the Functions of Various Tableware Items
  - 1.4 Applying Knowledge of Tableware Categories to Set a Table
- **2 Basic Tableware Placement Techniques** — 4 classes
  - 2.1 Understanding the Basics of Tableware Placement
  - 2.2 Identifying the Functions of Essential Tableware Items
  - 2.3 Practicing Proper Alignment of Plates and Utensils
  - 2.4 Applying Standard Tableware Layout in a Formal Setting
- **3 Advanced Table Setting Arrangements** — 4 classes
  - 3.1 Explore the Principles of Advanced Table Setting
  - 3.2 Master Napkin Folding Techniques for Formal Occasions
  - 3.3 Coordinate Cutlery and Glassware for Multi-Course Meals
  - 3.4 Execute a Complex Place Setting for Special Events

5 Service Etiquette

3 chapters · 12 classes **65 marks**

- **1 Understanding Service Etiquette Fundamentals** — 4 classes
  - 1.1 Recognizing the Importance of Service Etiquette
  - 1.2 Identifying Essential Table Setting Components
  - 1.3 Mastering Basic Table Service Techniques
  - 1.4 Applying Service Etiquette in Real-World Scenarios
- **2 Mastering Table Setting Techniques** — 4 classes
  - 2.1 Understanding Tableware: Identifying and Choosing the Right Tools
  - 2.2 Setting the Table: Step-by-Step Guide to a Standard Place Setting
  - 2.3 Enhancing Presentation: Techniques for Formal and Casual Settings
  - 2.4 Maintaining Etiquette: Dos and Don'ts of Table Setting and Service
- **3 Navigating Complex Service Interactions** — 4 classes
  - 3.1 Understanding Complex Service Situations
  - 3.2 Analyzing Customer Needs and Expectations
  - 3.3 Managing Difficult Interactions Gracefully
  - 3.4 Practicing Effective Conflict Resolution Strategies

6 Table Setting Techniques

3 chapters · 12 classes **90 marks**

- **1 Understanding Tableware and Their Uses** — 4 classes
  - 1.1 Identifying Different Types of Tableware
  - 1.2 Matching Tableware to Dining Occasions
  - 1.3 Understanding the Functional Uses of Tableware
  - 1.4 Arranging Tableware for Formal and Informal Settings
- **2 Basic Table Setting Techniques** — 4 classes
  - 2.1 Understanding the Essentials of Table Setting
  - 2.2 Identifying and Placing Basic Tableware
  - 2.3 Arranging Utensils for Formal and Informal Settings
  - 2.4 Practicing Correct Napkin Folding Techniques
- **3 Advanced Decorative and Formal Table Settings** — 4 classes
  - 3.1 Exploring Elements of Decorative Table Settings
  - 3.2 Mastering the Art of Formal Place Settings
  - 3.3 Integrating Style and Function in Table Arrangements
  - 3.4 Applying Decorative Techniques to Enhance Dining Experience