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Chapter 3 Outline

Banquet Servers
 Working as a Team
 Superior Performance Standards
 Banquet Server Duties
Room Service Attendants
 Working as a Team
 Superior Performance Standards
 Room Service Attendant Duties
Concierges
 Concierge Duties

Competencies

1. List and discuss the tasks that banquet servers perform. (pp. 115–127)
2. Identify room service attendant duties. (pp. 127–135)
3. Describe the food service duties of concierges. (pp. 136–138)