



# Certified Restaurant Manager

## VS-1013

**Vskills Certifications**

**Vskills Brochure**



Skills for a secure future

# Certified Restaurant Manager

### Certification Code VS-1013

Career in the Restaurant Industry is very bright and it offers great growth opportunities. Vskills Certification aims at providing a fulfilling and secure career in service industry, no matter you are an experienced or a fresher in the field. The sole objective behind the certification is to inculcate the skills required to excel in this sector and thereafter applying those skills in work place for a better career growth. After completion of the course, the candidate will be able to implement the skills effectively to achieve expertise and will be employed in restaurants and cafes.

### Why should one take this certification?

To get an overview of the hospitality sector and associated practical aspects of providing service to the customer and get a visible recognition for their skills.

### Who will benefit from taking this certification?

Candidates who are looking for employment in the service Industry and wish to understand the working of the hospitality sector will benefit from this certification. It is also beneficial for those who wish to improve their prospects and generate the skills for excelling in the field.

### Test Details:

- **Duration:** 60 minutes
- **No. of questions:** 50
- **Maximum marks:** 50, Passing marks: 25 (50%); There is no negative marking in this module.

### Fee Structure:

Rs. 3,499/- (Excludes taxes)\*

\*Fees may change without prior notice, please refer <http://www.vskills.in> for updated fees

### Companies that hire Vskills Certified Restaurant Manager

Jobs in Restaurants and Café houses have various avenues to offer, and one needs only formal education and etiquette's to enter this field. If you are humble, polite, well-groomed, sensible and with good presence of mind then there is no dearth of jobs in Food and Beverage industry.

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## **1. Indian Food Retail Scenario**

- 1.1 Fast Food Chains in India
- 1.2 Challenges faced
- 1.3 Top food joints and restaurants in India

## **2. Customer relationship**

- 2.1 Understanding Customer Behaviour
- 2.2 Customers Expectations
- 2.3 Building Customer Relationship

## **3. Communication skills**

- 3.1 Public Speaking
- 3.2 Personality Development
- 3.3 Self Grooming Tips

## **4. Stress Management**

- 4.1 Consequences of stress
- 4.2 Causes and symptoms of stress
- 4.3 Techniques of stress management

## **5. Time Management**

- 5.1 Techniques of Time Management

## **6. Job Ethics**

- 7.1 Work ethics
- 7.2 Need for work ethics
- 7.3 Ethical Problems related to Work
- 7.4 Code of work ethics

## Sample Questions

1. Work ethics means \_\_\_\_\_.
  - A. Morality
  - B. Discipline
  - C. Work codes
  - D. Norms
  
2. Why is it necessary to possess time management skills?
  - A. To be popular amongst colleagues
  - B. To be in the good books of the employers
  - C. To organize the work in a better manner for improving efficiency
  - D. None of the above
  
3. Which of the following is not a reason for stress?
  - A. Inability to communicate thoughts
  - B. Unrealistic expectations
  - C. Inferiority complex
  - D. Not going out with friends after work
  
4. Which of the following are not considered as good practice?
  - A. Excessive usage of hands while talking to the customer
  - B. Making faces when attending the customer
  - C. Chewing nails
  - D. All of the above
  
5. Which one of the interpersonal skill an employee must possess?
  - A. Understanding the customer requirements
  - B. Applying one solution to multiple problems
  - C. Informing the customer blatantly in case of unavailability of the product
  - D. Speaking quickly to make the customer understand

Answers: 1 (A), 2 (C), 3 (D), 4 (D), 5 (A)

## Certifications

### ➤ Accounting, Banking and Finance

- Certified AML-KYC Compliance Officer
- Certified Business Accountant
- Certified Commercial Banker
- Certified Foreign Exchange Professional
- Certified GAAP Accounting Standards Professional
- Certified Financial Risk Management Professional
- Certified Merger and Acquisition Analyst
- Certified Tally 9.0 Professional
- Certified Treasury Market Professional
- Certified Wealth Manager

### ➤ Big Data

- Certified Hadoop and Mapreduce Professional

### ➤ Cloud Computing

- Certified Cloud Computing Professional

### ➤ Design

- Certified Interior Designer

### ➤ Digital Media

- Certified Social Media Marketing Professional
- Certified Inbound Marketing Professional
- Certified Digital Marketing Master

### ➤ Foreign Trade

- Certified Export Import (Foreign Trade) Professional

### ➤ Health, Nutrition and Well Being

- Certified Fitness Instructor

### ➤ Hospitality

- Certified Restaurant Team Member (Hospitality)

### ➤ Human Resources

- Certified HR Compensation Manager
- Certified HR Staffing Manager
- Certified Human Resources Manager
- Certified Performance Appraisal Manager

### ➤ Office Skills

- Certified Data Entry Operator
- Certified Office Administrator

### ➤ Project Management

- Certified Project Management Professional

### ➤ Real Estate

- Certified Real Estate Consultant

### ➤ Marketing

- Certified Marketing Manager

### ➤ Quality

- Certified Six Sigma Green Belt Professional
- Certified Six Sigma Black Belt Professional
- Certified TQM Professional

### ➤ Logistics & Supply Chain Management

- Certified International Logistics Professional
- Certified Logistics & SCM Professional
- Certified Purchase Manager
- Certified Supply Chain Management Professional

### ➤ Legal

- Certified IPR & Legal Manager
- Certified Labour Law Analyst
- Certified Business Law Analyst
- Certified Corporate Law Analyst

### ➤ Information Technology

- Certified ASP.NET Programmer
- Certified Basic Network Support Professional
- Certified Business Intelligence Professional
- Certified Core Java Developer
- Certified E-commerce Professional
- Certified IT Support Professional
- Certified PHP Professional
- Certified Selenium Professional
- Certified SEO Professional
- Certified Software Quality Assurance Professional

### ➤ Mobile Application Development

- Certified Android Apps Developer
- Certified iPhone Apps Developer

### ➤ Security

- Certified Ethical Hacking and Security Professional
- Certified Network Security Professional

### ➤ Management

- Certified Corporate Governance Professional
- Certified Corporate Social Responsibility Professional

### ➤ Life Skills

- Certified Business Communication Specialist
- Certified Public Relations Officer

### ➤ Media

- Certified Advertising Manager
- Certified Advertising Sales Professional

### ➤ Sales, BPO

- Certified Sales Manager
- Certified Telesales Executive

**& many more job related certifications**

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