



ManageFirst Customer Service with On-line Testing Access Code Card and Test Prep (Nraef Managefirst)

National Restaurant Association

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This particular guide is a brief competency guide which is focused on Customer Service. Designed to provide trainees with marketable management skills for a career within the Culinary Arts and Foodservice industry. The NRAEF is introducing a new program as part of its strategic focus on recruitment and retention. This new management training certification program is based on a set of competencies defined by the restaurant, foodservice and hospitality industry as those needed for success. NRAEF ManageFirst Program leads to a new credential, ManageFirst Professional (MFP), which is part of our industry career ladder. This competency-based program includes 12 topics, each with a competency guide, exam, instructor resources and certificate. Trainees earn a certificate for each exam passed. Packaged with this book, is also a **NEW! Exam Prep Guide and** an On-line Testing Access Code Card.

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