



## Career Fact Sheet: Waiter

A waiter plays a key role in helping guests to enjoy their meal. The principal duties are ensuring efficient service of food from the kitchen to the table, and serving the food in a stylish and professional manner.

In addition to this, customer facing skills are essential because waiters are usually responsible for greeting guests at the door, showing them to their seats and taking orders. Full knowledge of the menu, including potential allergens, is also required to advise and recommend as necessary. Also, since waiters take payment at tables, basic numeracy is beneficial.

The above two points apply mainly to waiting tables in a restaurant setting. Waiting at a catered event, such as a banquet, may require additional skills and knowledge: silver service or helping the smooth operation of a buffet, for example. This would still require the same level of customer facing ability but an enhanced knowledge of etiquette and appropriate protocol may be required.

In any case, a waiter should be fully aware of the correct in-house style and procedures when laying tables or serving food, whether it is in a restaurant or for a banquet. Moreover, high standards of personal presentation and hygiene are essential at all times in order for the quality of the rest of the experience (food, décor, music etc.) to be fully appreciated by the guest.

### Skills

- Numeracy
- Literacy

### Knowledge

- Menus and any changes/omissions or daily specials
- Correct protocols for laying the table; may be traditional, may be own house style

### Attributes

- Punctual, well groomed and organised
- Good customer facing ability
- Ability to work calmly under pressure

