
WAITER FOR RESTAURANT

JOB DESCRIPTI ON



TEACHING UNIT



Disclaimer*:

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

WAITER FOR RESTAURANT

1. DESCRIPTION:

The Waiter in Restaurant duties involves assisting the dining room restaurant service, it's organization and cleanliness.

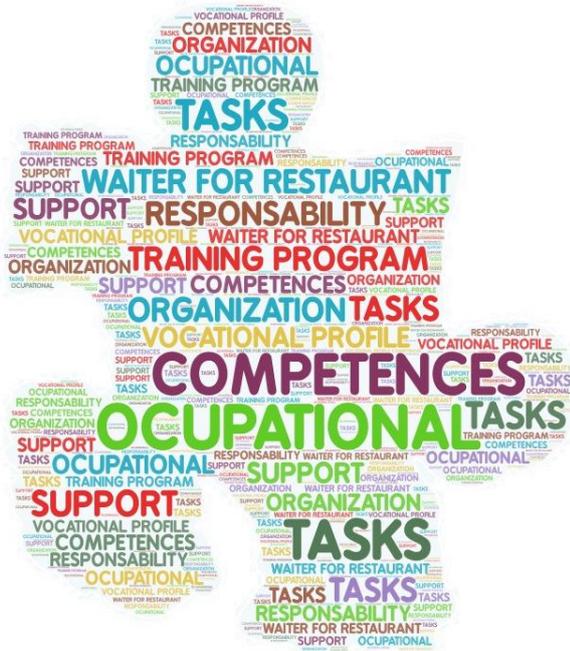


2. GENERAL OBJECTIVE:

The **main objective** is to provide to a catering service (canteens, cafés, restaurants, hotels, day care centres), an assistant to the dining room service, providing order, cleanliness, respecting all hygiene rules, that will allow the customers to eat in a **pleasant** ambience. A good waiter in restaurant assistant improves the quality of service provided and therefor the image of the business.

2.1. Specific objectives / SOME ACTIONS TO BE PERFORMED.

- Setting the tables with all the tableware needed.
- Removing services from a table: used cutlery, plates, glasses, food remnants, and cleaning the tables properly to be set again.
- Drying and storing washed cutlery.
- Cleaning the dining room after service hours and removing the garbage onto the street containers.
- Assisting table services: delivering food and drinks and removing used plates between courses.



3. COMPETENCES TO DEVELOP:

3.1. OCCUPATIONAL COMPETENCES

- Be in good physical shape since one may need to spend a lot of time standing, carrying trays and cleaning.
- Be methodical and careful. (one will be working with breakable things).
- A neat appearance.
- Good spatial organization.
- Good temporal organization. (controlling tasks duration).
- Ability to work with gloves
- Ability to work without supervision.
- Punctuality.
- Responsible.
- Keep on task, don't get distracted once one will be working in an environment full of people and distracting noises).



3.2. SOCIAL COMPETENCES

- Respects rules of courtesy;
- Good customer service skills;
- Concentration;
- Asks for help;
- Establish and maintain visual contact and active listening;
- Follow orders;
- Deals with work-pressure

4. ACTIONS - TASKS

Relevant actions of this Job are:

- SETTING TABLES
- CLEANING TABLES, PICKING UP THE SERVICE
- DRYING AND STORING WASHED CUTLERY
- CLEANING DINING ROOM AND REMOVING GARBAGE
- ASSISTING TABLE SERVICE: SERVING ORDERS, REMOVING DISHES BETWEEN COURSES



Now, each Actions are explained in detail including their main microtasks



4.1 ACTIONS AND MICRO-TASKS THAT COMPOSE THE ACTION OR WORKPLACE TO DEVELOP

ACTION 1: SETTING TABLES

Description: action of preparing a dining table with the tableware necessary for a meal.



4.1.2. WHAT IS THIS ACTION? MICRO-TASK DESCRIPTION

As you can see in the images, in this action you will have to perform the following micro-tasks:

- a) **Collecting** all tableware needed (if needed put all in a tray)
 - Towel/individuals;
 - Cutlery: 2 of each;
 - plates and glasses: 2 of each;
 - napkins: 2 of each.
- b) **Put** the towel/ individuals **on** the table
 - The towel should be symmetrically placed on the table and well stretched;
 - The individual should be placed in front of each other, leaving the same distance and aligned with the table edges.
- c) **Place** the plates in front of each other in the middle of each side.
 - The plates should be placed approximately 2,5cm (1 inch) from the table side
- d) **Distribute** the cutlery in its proper places
 - Knives on the right side of the plate;
 - Forks on the left side of the plate;
 - Each one should be approximately 2,5 cm (1 inch) from the plate.
- e) **Put** the napkin beside the knives
- f) **Put** the glasses in front of the plate aligned with the knife

Next, you have an example with images so you can see what each one of these micro-tasks consists of.

- a) **Collecting** all tableware needed
 - Towel/individuals;
 - Cutlery: 2 of each;
 - plates and glasses: 2 of each
 -
 - napkins: 2 of each



b) **Put** the towel/ individuals **on** the table

- The towel should be symmetrically placed on the table and well stretched;
- The individual should be placed in front of each other, leaving the same distance and aligned with the table edges



c) **Place** the plates in front of each other in the middle of each side.

- The plates should be placed approximately 2,5cm (1 inch) from the table side



d) **Distribute** the cutlery in its proper places

- Knives on the right side of the plate;
- Forks on the left side of the plate;
- Each one should be approximately 2,5 cm (1 inch) from the plate



e) **Put** the napkin beside the knives



f) **Put** the glasses in front of the plate aligned with the knife



For this, you will have to:

1. **Remember everything** to set the table (one may use a checklist if needed)
2. **Be careful** in handling fragile tableware (if one has difficulties can use a trolley to transport them)
3. **Pay attention** and **be methodic** to put all objects in the correct way.

Activity 1 - SETTING TABLES

Select the dining tables with the tableware necessary for a proper meal in a restaurant by doing a circle around them.



Put the correct number (from **1 to 6**) in front of each image. Number 1 is the first action you need to do when setting a table and 6 is the last one.

Collecting all tableware needed



Distribute the cutlery



Place the plates

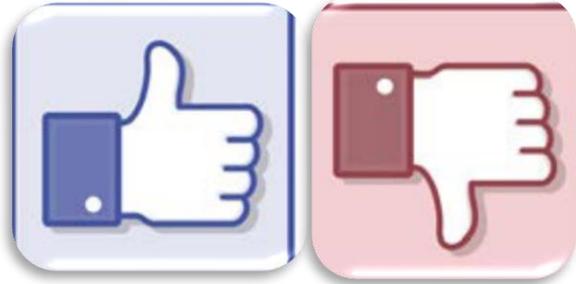


WAITER RESTAURANT

Put the towel/ individuals **on** the table

			
<p>Put the napkin beside the knives</p> 			
<p>Put the glasses in front of the plate aligned with the knife</p> 			

Identify the right images about removing all the service from a table after customers are gone by **putting a cross in the line of the thumbs up or down in front of the images.**



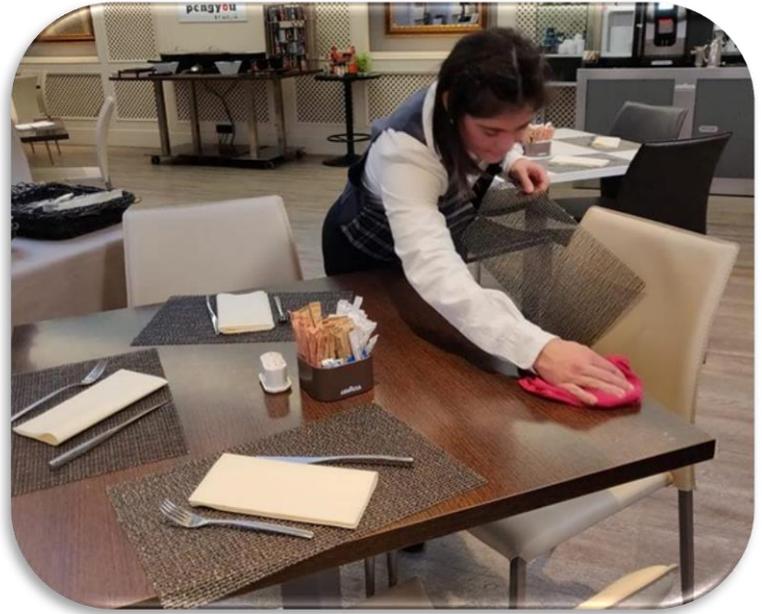
		
		
		

ACTION 2: CLEANING TABLES

Description: action of removing all the service from a table after customers are gone.



4.1.3. WHAT IS THIS ACTION? MICRO-TASK DESCRIPTION

As you can see in the images, in this action you will have to perform the following micro-tasks:

- a) **Check the number** of tables needing to be cleaned
- b) **Remove** all the garbage from the table
 - if necessary one can use a tray or, if difficult, a trolley, to remove empty bottles, cans, other empty packages and used napkins (paper ones).
- c) **Put** the garbage in its rightful place.
 - If the place one is working recycles, put them in their correct places.
- d) **Remove** all used dishes and cutlery from the table and take it to the kitchen
 - Use a tray or a trolley if one has difficulties in handling dishes.
- e) **Pick up** all the glasses and take the back to the kitchen
 - Use a compartmented tray if one has difficulties in handling glasses;
 - In the kitchen put the glasses in its rightful place for dirty dishes.
- f) **Remove the towel/individuals**
 - If a towel put it on the basket for dirty towels;
 - If individuals, clean them with a damp cloth and storage them.

g) **Clean** the table

- Use a damp cloth to clean the table;
- dry table with a dry cloth to avoid stains

Next, you have an example with images so you can see what each one of these micro-tasks consists of.

a) **Check the number** of tables needing to be cleaned



b) **Remove** all the garbage from the table

- if necessary one can use a tray or, if difficult, a trolley, to remove empty bottles, cans, other empty packages and used napkins (paper ones).



c) **Put** the garbage in its rightful place.

If the place one is working recycles, put them in their correct places



d) **Remove** all used dishes and cutlery from the table and take it to the kitchen

- Use a tray or a trolley if one has difficulties in handling dishes.



e) **Pick up** all the glasses and take the back to the kitchen

- Use a compartmented tray if one has difficulties in handling glasses;
- In the kitchen put the glasses in its rightful place for dirty dishes.





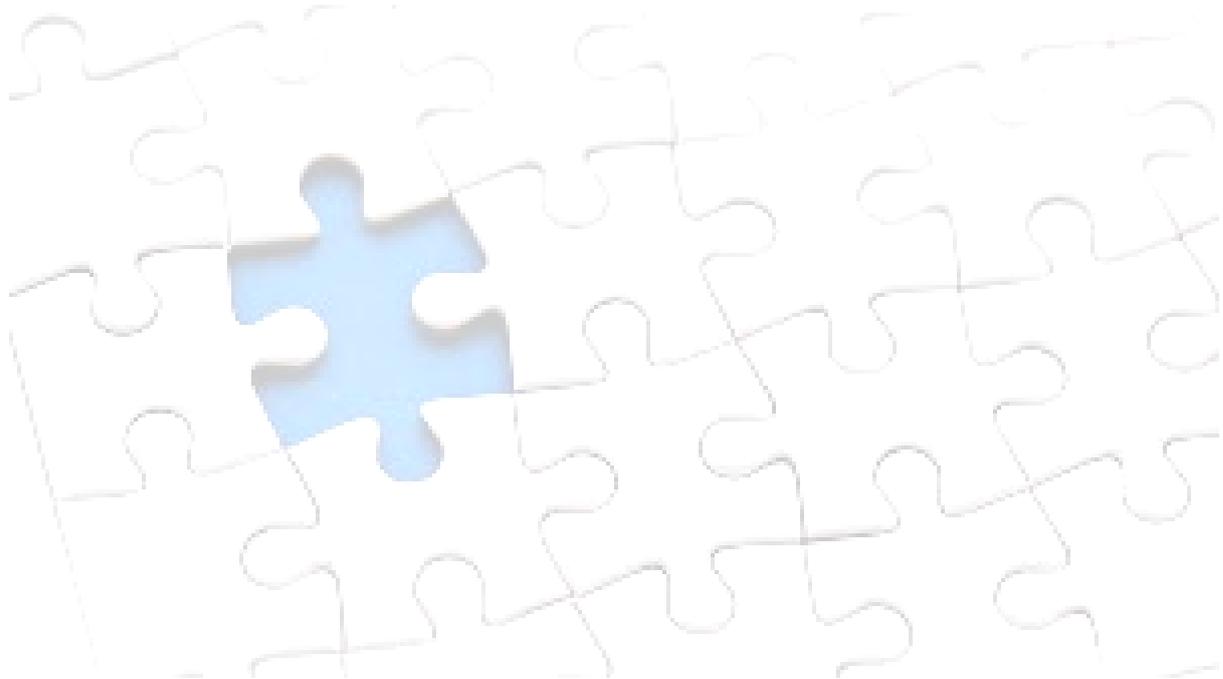
f) Remove the towel/individuals

- If a towel put it on the basket for dirty towels;
- If individuals, clean them with a damp cloth and storage them.



g) Clean the table

- Use a damp cloth to clean the table;
- dry table with a dry cloth to avoid stains.



For this, you will have to:

1. **Know** in which order a table is cleared.
2. **Know** your difficulties and use auxiliary tools when needed
3. **Pay attention** to see if all is cleared and clean.
4. **Be** careful in handling breakable tableware and glasses
5. **Remember** to put everything in its right place

ACTION 3: DRY CULTERY

Description: action of removing excess of water from cutlery, dry and storage them properly.

4.1.4. WHAT IS THIS ACTION? MICRO-TASK DESCRIPTION

As you can see in the images, in this action you will have to perform the following micro-tasks:

- a) **Get** the specific cloth to clean the cutlery
- b) **Wipe away** excess of water
 - If cutlery is on a tray put the cloth over the cutlery;
- c) **Handle** the cutlery always with the dish cloth, the hands should never be in direct contact with the cutlery;
 - Pick up the cutlery using one end of the dish cloth and use the other end to clean it until is completely dry;
 - If, over the course of your drying, your cloth has become especially wet, swap this out with a new one that's clean and dry;
- d) **Put** the cutlery in the proper place after dried
 - usually place them in a clean drying rack, to be used again to set another table.

Next, you have an example with images so you can see what each one of these micro-tasks consists of.

- a) **Get** the specific cloth to clean the cutlery



b) **Wipe away** excess of water

- If cutlery is on a tray put the cloth over the cutlery



c) **Handle** the cutlery always with the dish cloth, the hands should never be in direct contact with the cutlery;

- Pick up the cutlery using one end of the dish cloth and use the other end to clean it until it is completely dry;





- d) **Put** the cutlery in the proper place after dried
- usually place them in a clean drying rack, to be used again to set another table.



For this, you will have to:

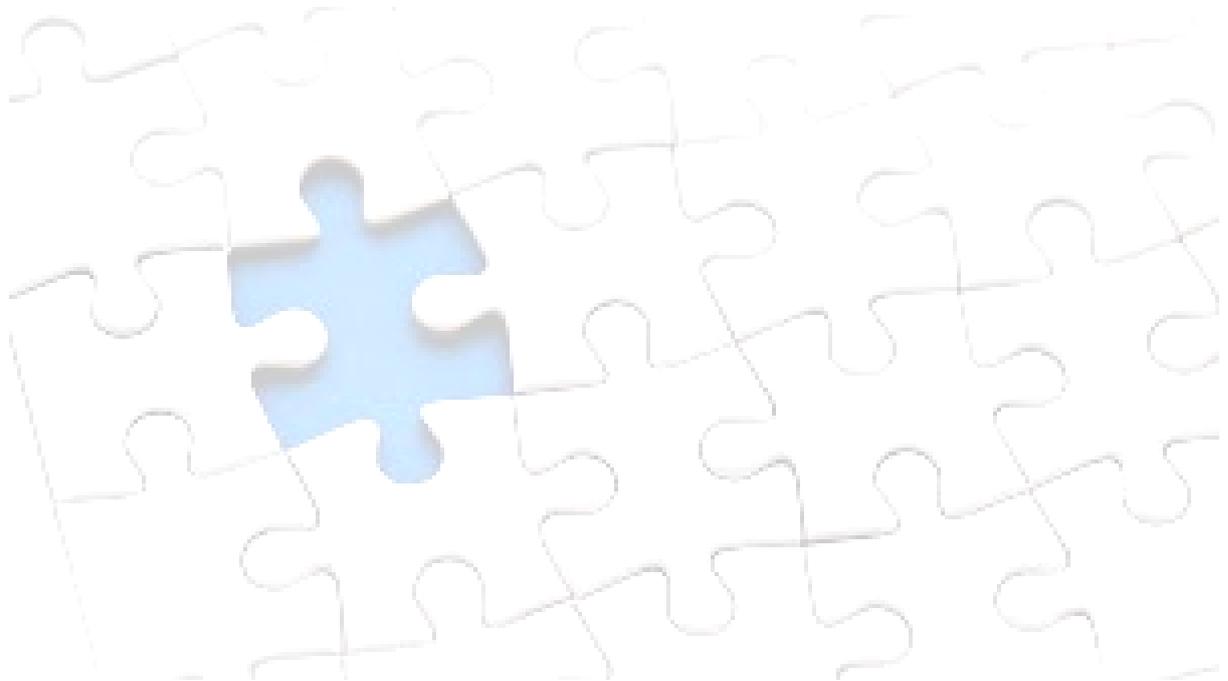
1. **Be careful** when handling sharp objects.
2. **Pay attention** to see if everything is well washed and dry

Activity 3 - DRY CUTLERY

Having in mind that you need to remove the excess of water from cutlery, dry and storage them properly please **link the image with the correct action.**

<p>Wipe away excess of water</p>
<p>Handle the cutlery always with the dish cloth.</p>
<p>Put the cutlery in the proper place after dried.</p>
<p>Get the specific cloth to clean the cutlery.</p>





ACTION 4: CLEAN DINING ROOM

Description: action in which the dining room is dusted and the floor moped and washed.

4.1.5. WHAT IS THIS ACTION? MICRO-TASK DESCRIPTION

As you can see in the images, in this action you will have to perform the following micro-tasks:

- a. **Get** a cloth and spray (specific one recommended by the restaurant) to remove the dust;
- b. Remove any decorative items and dust all of the surfaces;
- c. **Clean off** items and return them to their surface
 - Do not dust these items while they sit on the surfaces. This will leave dust on your newly dusted surface;
- d. **Mop** the floor
 - Use a clean mop and water to mop any hard floors, such as hardwood or tile
- e. **Pick up** anything else left over after the cleanup
- f. **Empty** the garbage bin
- g. **Take out** trash bags

Next, you have an example with images so you can see what each one of these micro-tasks consists of.

- a) **Get** a cloth and spray (specific one recommended by the restaurant) to remove the dust;



- b) **Remove** any decorative items and dust all of the surfaces;



- c) **Clean off** items and return them to their surface,

- do not dust these items while they sit on the surfaces. This will leave dust on your newly dusted surface;



d) **Mop** the floor.

- Use a clean mop and water to mop any hard floors, such as hardwood or tile;
- Use different vacuum brushes according to the type of surface



e) **Pick up** anything else left over after the cleanup.



f) **Empty** the garbage bin



g) **Take out** trash bags



For this, you will have to:

1. **Know** which tools you have to use for each task
2. **Be careful** when handling objects.
3. **Pay attention** to see if everything is properly cleaned.
4. **Pay attention** to see if trash bags are well closed.

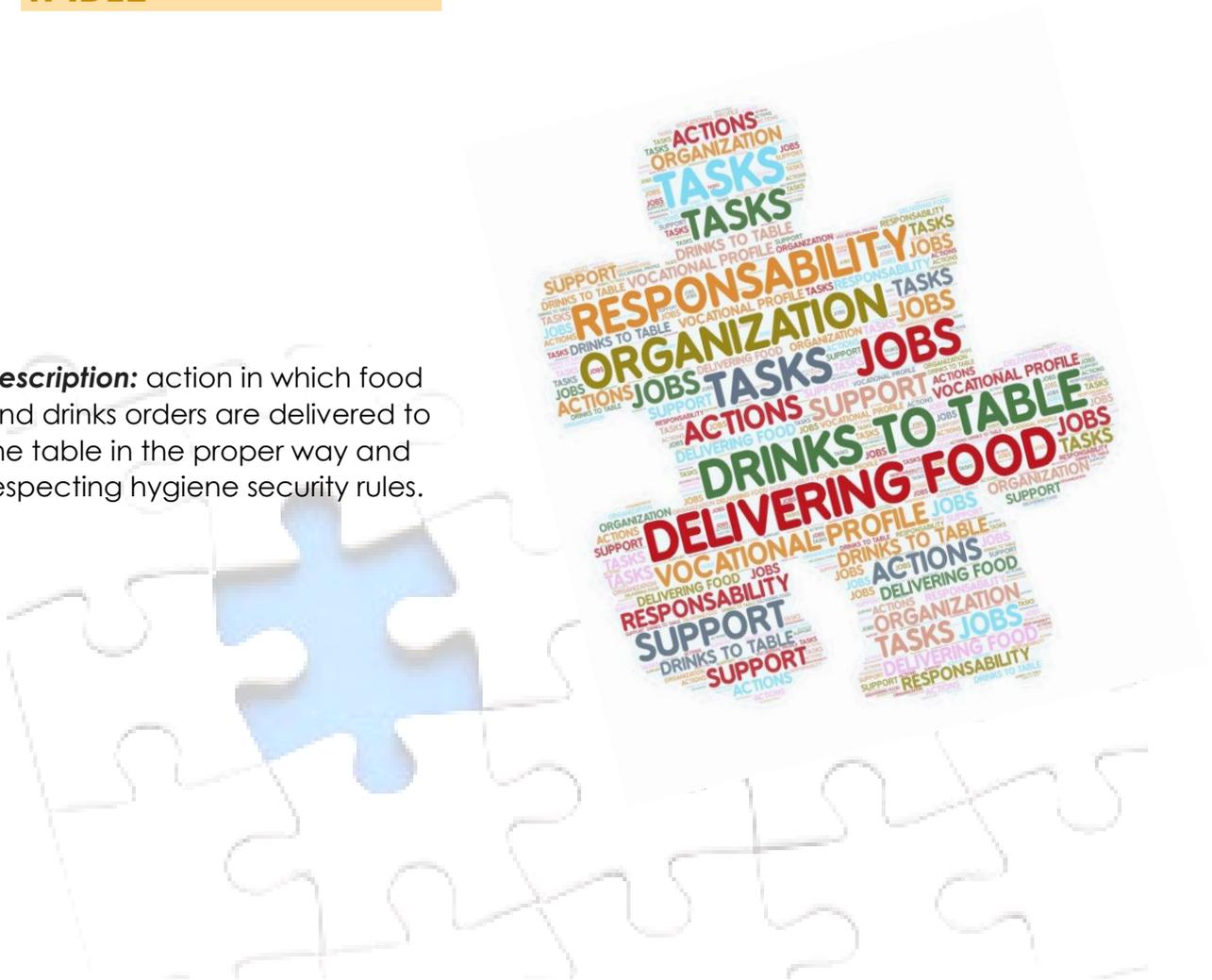
Activity 4 - CLEANING DINNING ROOM

Put a cross on top of the images that don't belong to this action.



ACTION 5: DELIVERING FOOD AND DRINKS TO THE TABLE

Description: action in which food and drinks orders are delivered to the table in the proper way and respecting hygiene security rules.



4.1.6. WHAT IS THIS ACTION? MICRO-TASK DESCRIPTION

As you can see in the images, in this action you will have to perform the following micro-tasks:

- a) **See** when an order is ready to deliver to the table
 - Always check for which table the order is;
- b) **Greet and smile** when approaching the table;
- c) **Serve the drinks first**
 - If one has difficulties can use a tray or a trolley to transport them
- d) **Pay attention** on your serving order.
 - Women are served first;
 - Always put the orders on the table from the right side of the customer.
- e) **Serve** the appetizers;
- f) **Clear** each plate away before serving another one;
 - Be sure that the customer has ended the plate before removing it.
- g) **Serve** the main course
 - make sure the other guests get their food at the same time;
- h) **Clear all** of the dishes before dessert
 - ask your guests if their plate is finished before removing the plates);
- i) **Always thank** everyone for coming and **invite** them to come back.

Next, you have an example with images so you can see what each one of these micro-tasks consists of.

- j) **See** when an order is ready to deliver to the table
 - Always check for which table the order is;



b) **Greet and smile** when approaching the table



c) **Serve the drinks first**

- If one has difficulties can use a tray or a trolley to transport them



d) **Pay attention** on your serving order.

- Women are served first;
- Always put the orders on the table from the right side of the customer.



e) **Serve** the appetizers;



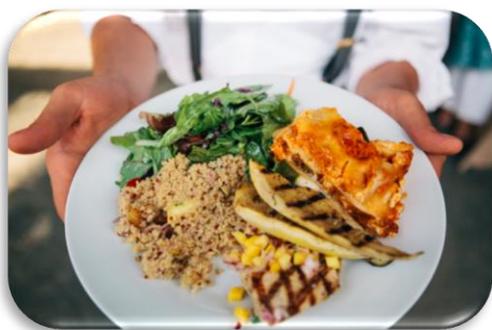
f) **Clear** each plate away before serving another one;

- Be sure that the customer has ended the plate before removing it.



g) **Serve** the main course

- make sure the other guests get their food at the same time.



- h) **Clear all** of the dishes before dessert
- ask your guests if their plate is finished before removing the plates);



- i) **Always thank** everyone for coming and **invite** them to come back.



For this, you will have to:

1. **Know** the way the tables are organized and numbered
 - One may use a dining room plant to help special organization
2. **Respect and be aware of hygiene and security norms**
3. **Pay attention** to respect courtesy rules
4. **Be assertive** when approaching clients
 - One has to make itself loud enough and clear
5. **Be careful** when handling food and drink orders

Activity 5 - DELIVERING FOOD AND DRINKS TO THE TABLE

Reply to all the questions by putting a **circle** around the thumbs up or down.

1- If a client does this in the table, do you need to go there?



2- Should you approach a table like this?





3 - Should you serve the drinks first?



4 – Even if the client say something that you think it's rude. Should you do this?





5 – Should you serve the appetizers before the main dish?





4.6 - UNFORESEEN SITUATIONS.

Setting Tables

Setting the table, you notice that the table cloth has a stain.

How to proceed?

In this case: change it for a cleaned one.

Putting the cutlery on the table you notice



that some are dirty.

How to proceed?

In this case: change the dirty ones for cleaned ones.

When putting the glasses on the table, one falls and breaks.

How to proceed?

In this case: Warn the room manager, remove carefully the broken glasses, clean up and put another glass on the table.

Cleaning Tables, Picking Up the Service

When moving the tray or trolley with dirty dishes to the kitchen, a glass falls and breaks.

How to proceed?

In this case: Warn the room manager and remove and clean carefully the broken glass.

When removing the dirty dishes there are still food leftovers.

Attention!

You cannot eat any food from the table, even if the clients already left.

When removing the dirty cutlery you notice that a client left the wallet on the table.

How to proceed?

In this case: Warn the manager and give him the wallet of the client, without touching in anything that is inside.

Drying and Storing Washed Cutlery

When cleaning the cutlery, you notice that some are not well washed.

How to proceed?

In this case: Put the dirty ones you find to be washed again.

When cleaning the cutlery, accidentally drop a fork.

How to proceed?

In this case: Pick the cutlery from the floor and put it in the correct place to be washed again, you can't put anything that fell on the floor on the table.

After drying some cutlery the cloth gets wet.

How to proceed?

In this case: You have to change the wet cloth for a dry one. The cloth need to be dry to properly clean the cutlery.

Cleaning Dining Room and Removing Garbage

When removing the trash, the bag torn.

How to proceed?

In this case: Ask for help to put the torn bag inside a new one and carefully clean the floor.

When putting the remnants of food in the garbage, accidentally the knife falls in the garbage bin.

How to proceed?

Attention!!

In this case: Warn the responsible, you can cut yourself trying to take the knife from the garbage. Let the responsible remove the knife, we will know how to take it away in a safe way.

When putting the spray on the cloth to clean the table, you notice that the cloth is dirty.

How to proceed?

In this case: Change the cloth for a clean one.

Assisting Table Service: Serving Orders, Removing Dishes Between Courses

When carrying the beverages to the table, accidentally you spill liquid on a client.

How to proceed?

In this case: Apologise immediately, clean the spilled liquid, warn the room manager and take another drink to the client.

When taking the orders to the table, you change them or notice that they have been changed.

How to proceed?

In this case: Warn the room manager, take the orders back to the kitchen, ask for help to confirm the table service and take the right order to the table.

When serving the dessert you realize that you forgot to remove the dirty plates from the table.

How to proceed?

In this case: Comeback to the kitchen with the dessert and go to the table to remove the dirty plates before serving the dessert.