

TRAINING PROGRAMS

RESTAURANT PERSONNEL

PART II

The Professional Base

Choosing a restaurant profession, a young man generally thinks he will find an easy and interesting profession which will give him the possibility of earning much money. It is a very nice profession indeed, but first, think of all the advantages that this profession offers you continuous contact with people from different countries, races and nations, and studying foreign languages. However, after a few months of practice, as you will see steps of success will be long and difficult.

A. Quality

To be sure of success you should have good health, to be able to speak clearly and without difficulty, like your chosen job and possess a sense of discipline, have an agreeable character and be willing to do further professional studies and be honest from every point of view.

B. Behaviour and Appearance

Have a natural attitude, hold yourself in straight position, always be well groomed, never have long hair, always keep your hands and nails nicely cut, to acquire cleanliness. Whilst on duty, you should always wear a nice clean uniform, shining black shoes and black socks. Make sure that you look as if you were ready for "an evening out".

Following these advices will mean to you added incoming tips, growing security, better relations with your fellow colleague and perhaps even better private life.

C. Duties

1. Restaurant Manager and Head Waiter

He is responsible for all phases of service, including the appearance of the restaurant, lounge or bar, and naturally all employees working there. He is responsible for seating patrons and for checking the appearance of the dining room before the daily opening.

Every captain, waiter and busboy should report to the head waiter before each meal, ready for duty, subject to inspection of neatness of uniform and cleanliness of person. This inspection also ensures the preparation of coverage of each table. At this time, service staff should remember the menus - daily specials, items to be pushed, special recommendations by the Executive Chef, out of stock items, prices, etc..

Every captain, waiter and busboy should be required to know: -

- 1) content of menu;
- 2) prices of menu and drinks;
- 3) approximate time required to wait for dishes cooked to order;
- 4) special entrees and desserts that should be pushed;
- 5) every item that could possibly run out of stock;
- 6) daily vegetables.

Seating of Patrons

The seating of patrons is very difficult. People who are shown to poor locations once may not complain, but they will not return, especially if they notice the tables in better locations remain empty because the head waiter has set aside too many tables for "good tippers" who did not show up.

In a place where reservations are numerous, a clever Head Waiter can make his dining room very popular. Reservations give him a chance to learn the patrons's names. Many people consider it a great distinction to be recognized by the restaurant manager or head waiter.

Courtesy and alertness are very important in seating patrons. They should be greeted politely, led to the table, pulled out a chair, and after they are seated, a wine butler, captain or waiter should ask, "Would you care for a cocktail or aperitif?" A menu should be placed in front of each guest. No guest should be seated long before a glass of water is placed before him, and also bread and butter and any other condiment items such as celery, olives, etc. should be placed before him. This is the duty of either the busboy or waiter.

A real effort should be made by the restaurant manager or head waiter to extend some parting words to every guest or group as they leave. We have noticed that it is becoming a habit that restaurant staff simply says "bye-bye" to patrons. This is very impolite and is only used with persons who are very familiar with you.

Never say to a guest "We do not have", but "May I suggest".

2. Captain

Captains are assigned to specific sections that are under their immediate supervision. The assistance which the captains give to the restaurant manager and head waiter in seating patrons depends upon the rate at which incoming patrons arrive.

At the table, the captain should make sure that water, bread and butter are served and the order is taken without any delay. The captain should also make sure that in his section tables are always clean, and especially that the service station looks neat and tidy. It is also the duty of the captain to see that cheques are ready with the cashier and present it in time when it seems that the guests are ready to leave.

Different restaurants require different captain service. The above is only a guide line in general.

3. Wine Stewards

The duty of a wine steward covers mainly service of beverage in general.

A good knowledge of various wines and spirits is indispensable. He should know different vintage to be able to inform patrons of the quality of the wine he is recommending and serving.

A close co-ordination with the bar-man is essential. It is very much up to him to ensure a successful business in the Beverage Department.

4. Waiter

Waiters are assigned to specific sections under captain's immediate supervision. They give assistance to the captain by seating and serving patrons. The captains pass them the order and they go to the kitchen with the order. They get the food from the kitchen and assist the captains in serving. They clean tables and nicely arrange the dirty dishes and glasses on trays which are placed at their service station. Never put the dirty glasses and plates together on one tray. Always put the dirty plates on one tray and the dirty glasses on another tray, to avoid breakage. Immediately after the patrons leave, Waiters should change table-cloth and reset the table.

5. Busboys

Busboys assist waiters. They are under captain's supervision and their work overlap that of a dining room helper. This occurs generally with cleaning up jobs.

Busboys can be noisy. They trays badly stacked and causing spillage and breakage. All these bad habits of busboys can only be discerned by close supervision of the restaurant manager, head waiter or captain.

Busboys assist waiters in resetting tables. They fill and refill water glasses and pitchers, and remove all the table-cloths after meal. They keep service stations clean at all times and supply a reasonable mise-en-place.

Captains are in the best position to supervise the activities of the busboys.

END OF PART II