

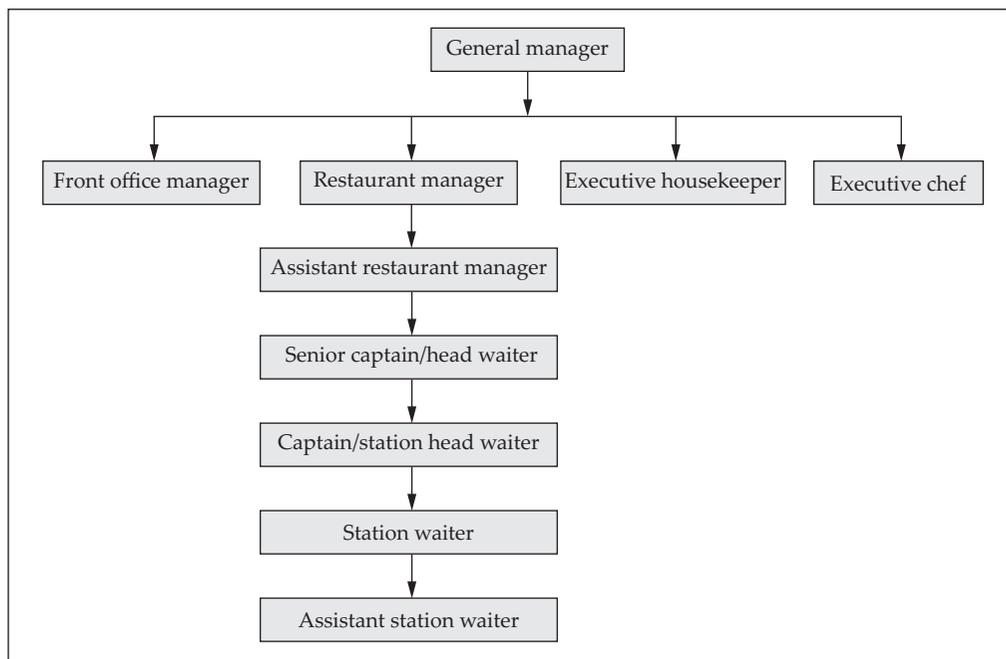
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FOOD AND BEVERAGES SERVICE PERSONNEL

A Food and Beverages (F&B) service personnel in a hotel/restaurant could be regarded as a person who takes the food and beverages orders from the guest and serves it to the guest and also takes care of the guest or we can say that an F&B personnel does anything to make the guest's dining experience memorable so that the guest visits the hotel or restaurant again to have the same dining experience.

STAFF ORGANISATION

In F&B department there are many personnel to carry out the administrative and operational functions. Staff organization is basically concerned with matters such as: identify, divide, distribute and group the tasks to be done. Delegate authority and responsibility for decision making to accomplish the tasks. To establish and determine working relationships among persons and groups for efficient implementation of hotel policies and to provide quality services to the guest. The organizational hierarchy of the F&B department is shown in below.



Organisational hierarchy of a small hotel

WAITER/STEWARD/FOOD AND BEVERAGES ASSOCIATE

Waiter, waiting staff, wait staff, are the persons who are assigned to serve food and beverages to the customer or supply the guest with food and drink as requested – promptly and pleasantly. In America a waiter is known as a steward and in French Commis-de-Rang. A female wait staff is known as waitress and stewardess. To accomplish this job a waiter must know various skills, attributes and have a positive attitude.

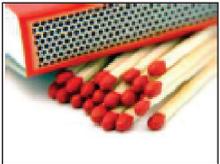
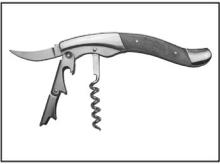
DUTIES OF A WAITER

- Reports to Senior Captain/Captain to receive necessary instructions for the shift and for any changes in the menu.
- Attends briefing taken by Senior Captain or Maitre d' hotel.
- Sets the assigned tables and ensures that the sideboard and back area is well-stocked with linen, silverware, glassware, chinaware and other required items.
- Greets guests and assists the host/hostess in seating the guest.
- Order taking and recording.
- Recommends dishes from the menu.
- Observes the guests in order to anticipate any additional request and to perceive when the meal has been completed.
- Clear the table after the meal is over and reset the table for the next guest.
- Maintaining good guest and staff relations.
- Performs other tasks as directed by the supervisor.
- Sometimes a waiter is also required to perform other duties such as singing birthday songs to customers.
- Ensures that guests enjoy their meal and leave the restaurant fully satisfied by the food and service provided to them.

French Terminology

- (i) **Waiter:** *Commis de rang / Garcon*
- (ii) **Restaurant Manager:** *Directeur de restaurant*
- (iii) **Senior captain/Head waiter:** *Maitre d' hotel*
- (iv) **Station head waiter/Captain:** *Maitre d' hotel de carre*
- (v) **Station waiter:** *Chef de rang*
- (vi) **Carver:** *Trancheur*
- (vii) **Wine waiter:** *Chef de vin*
- (viii) **Assistant wine waiter:** *Commis de vin*
- (ix) **Floor waiter:** *Chef d' etage*
- (x) **Lounge waiter:** *Chef de salle*
- (xi) **Assistant lounge waiter:** *Garcon de salle*
- (xii) **Trainee:** *Debarrasseur*

Waiter's Kit

Note pad:	To write down the orders	
Nameplate:	So the guest can recognize him by his name	
Waiter's cloths:	Purpose of waiter's cloths is a follows: <i>Carrying hot plates</i> <i>Final polishing of plates</i> <i>Wiping small spills</i> <i>Brushing crumbs onto a service plate</i> <i>Wiping the undersides of the plates before placing them on the table.</i> Size: 27" x 18"	
Ballpoint pen (Click type):	To write down the orders. Click-type pen is used because it reduces the time to open the cap of other types of pen	
Bottle opener:	To open the bottles	
Matchbox/Lighter:	To lit guest s cigarette.	
Waiter's Friend:	To open bottles, cork of the wines and to cut foil of the wine bottles Waiter s Friend patented in 1982 by German inventor Karl Wienke.	

ATTRIBUTES OF A WAITER

Service industry, especially hotels require their staff to possess certain attributes that are prerequisites to perform well. Food & beverages professionals are expected to build upon the following attributes.

Professional and hygiene appearance: Waiter must be groomed and have a professional appearance as they reflect the image of the hotel. Grooming is important as waiter works in front of the guest and handles food and beverages. Service should be done in a clean way to protect guests against food contamination and other food-borne diseases. Unhygienic appearance makes the dining experience unpleasant as well as unhealthy.

Important points to be considered for maintaining personal hygiene by every F&B professional are:

- Bath every day before coming to the shift.
- Hair must be trimmed and free of dandruff.
- Hair must not come over the forehead.
- Hair must not be greasy or oily.
- Males should shave every day, before coming to shift.
- Moustache, if kept must be neatly trimmed.
- Strong perfume and deodorant should be avoided as some guests may have allergy related to this. Light talcum powder and perfume are preferred.
- Waitress should wear light make up.
- They should have a hair bun.
- Excessive jewellery should be avoided.
- Use mouthfreshener after smoking while coming to the shift.
- Wash hands with soap, before shift.
- Nails should be short, clean and well trimmed.
- Uniforms should be clean, laundered and ironed.
- Always carry a neat handkerchief.
- Shoes must be black and oxford.
- Ring should be avoided but a wedding ring can be allowed.
- Cuts and burns should not be open but covered.
- Body language is of great advantage while dealing with guests. Body language involves many body postures, gestures and movements, and each one having different meanings. Good posture when standing or seated indicates that we are in control and have confidence in yourself.

Some postures expected inside the restaurant are as follows:

- A firm handshake.
- Smile.
- Eye contact.
- No physical gestures while speaking to the guest.
- Standing erect.
- Slight leaning towards guest while hearing the guest.

required by the waiter. A waiter can give recommendations to the guest only if he has thorough knowledge of the menu.

Eye for Detail: Waiter must be observant. He must observe each and every detail inside the restaurant. He must know what is the food order of guest sitting in table no. 5? Has cheque been produced to guests no 6? Why the food is late in the table no 9? and many more.

Flexibility: Nowadays new trends are being introduced in the restaurants, which also bring new technology and other skills. F&B professionals should be flexible in nature to adapt the changing environment.

Sense of Urgency: A waiter should know his importance to the organization and must be there when he is needed. Sometimes waiter is called by the manager even when his shift is over due to many reasons such as sudden reservations of table and lack of staff in the restaurant.

Salesmanship: A waiter is even called a salesman as he presents and sells the food prepared by the production/kitchen department. He is responsible for generating revenue for the restaurant. No matter how delicious the food is but if it not presented in the right manner the guest will not be satisfied because he expects quality service as well as value for money. A waiter must be a good presenter.

Suggestive selling: It is a simple, effective and commonsense technique of using power of suggestion to ensure:

- Dining experience for guests
- Profit maximization
- Repeat guests in the restaurant
- Suggest options and guide the guests. Ask what you can get them rather than what they want. Offer enough options from which it is easy to choose.

Use appetizing descriptions and phrases such as:

Tangy, juicy, succulent, appetizing, will enhance your taste buds. Ours chef's special is..... You must try our.....

This is the most preferred dish by the guest. The star of the menu is

Upselling: It is a concept wherein the guest is suggested to buy a similar kind of product, which is a level higher than his/her original choice. It's a process of upgrading sales. There are n number of opportunities for up selling like:

- Non-alcoholic beverages, especially soft drinks to ladies and children.
- Selling mineral water, spring water and aerated water instead of regular water.
- Offering to refill the glasses.
- Suggest accompaniments/side dishes that go well with the main course.