

Student Journal on required skillsets of Food & Beverage employees

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Word count: 732

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11/05/2023

Student Journal

This is Research and to evaluate the skills required for a specific job's role in the Restaurant industry, compared the skills required for this jobs role in both of my chosen restaurants for Waiters and Waitresses.

Waiters / Waitresses, or Server is responsible for making diners have positive experience at food establishments by excellent customer service (Rose, 2001).

Waiter/Waitresses have the following duties and responsibilities (Pratten, 2003):

- Greeting guests and taking drinks and food orders,

- Staying attentive to the needs of guests in the dining area,

- Delivering food from the kitchen to the guests,

- Ensuring the food order is made correctly by the kitchen staff and looks presentable for guests,

- Following health code standards with regards to the handling of food,

- Performing shifts duties like delivering racks of cups to the service station,

- Rolling silverware, pre-brushing tables, wiping tables and cleaning (Vershynin, 2020),

Minimum age requirements: In some states, Waiters must meet a minimum age requirement to serve alcohol in an eating establishment (Walker, 2021).

Customer service skills: Before anything else, Waiters are customer service professionals. People entering this field should develop skills that help them work with the public (Wall and Berry, 2007).

Physical ability: Due to the demands of the job, Waiters should have the physical ability to stand for extended periods of time and lift trays of food, objects that might be a part of daily duties.

Critical thinking and time management: Waiters must work well under pressure. For instance, when the restaurant is terribly busy and the sous chefs are backed up on tickets, servers may need to use their critical thinking and time management skills to assist with (Lundberg, 1989).

Below is a comparison of two restaurants in Leicester.

BLACK IRON RESTAURANT

This hotel was launched in 2017 at Winstanley House, they have opened a second restaurant Black Iron Social, based at the Gresham in Leicester (Winstanley House, n.d.).

Is a modern restaurant steak house and bar, celebrating the absolute best of British Cuisine. It offers excellent value for money also superb services. It also offers Vegetarian, Vegan options. The team are pride on hospitality, amazing food creating unforgettable moments for guests (Winstanley House, n.d.).

Waiters at the Black Iron Restaurant are required to have an in-depth knowledge of their menu and wine list, so much so that they are personally required visit the farms, vineyards and farms whose end products make up their menus. The Black Iron Restaurant also boasts a charcoal-fired oven and the waiters also need to have knowledge of how the food is prepared to explain to customers. With the restaurant being a part of Winstanley House, which is a 4 star hotel, the waiters must have excellent communication and customer service skills as standard.

THE CASE RESTAURANT AND CHAMPAGNE BAR

The hotel was opened early 2000. It offers Local cuisine, European, British, Vegetarians friendly, Vegan options (The Case Restaurant, n.d.).

They cook with only fresh seasonal produce and offering the service is warm and relaxed with skills and knowledge built over the years. It has also found its name

prominently in newspapers. For both the English history enthusiast and visiting football fan. The case is good meeting place, this restaurant has excellent customer service. Substantial value for money, friendly and hospitable (The Case Restaurant, n.d.).

Waiters at The Case Restaurant are required to have a sound knowledge base of British cuisine as the restaurant primarily serves British food. They have numerous menus for various occasions and so are required to learn about more dishes to offer the best customer experience.

COMPARISON

While the basic skillset required of waiters at both these restaurants is quite similar in that they must have excellent organisational skills, an attention to detail and effective communication among other qualities, the main difference between them lies in the knowledge required. The Black Iron Restaurant requires more niche knowledge of a smaller menu while The Case Restaurant requires a wider range of knowledge due to having a larger menu. They are both 4 star restaurants in the heart of Leicester and so both serve a similar clientele.

From these examples, we can conclude that waiters in different types of restaurants are required to have slightly different skillsets depending on the restaurant they are working in while still maintaining a core set of basic skills as listed above.

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