

Academic and Employability Skills

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Waiter



The waiter is a key employee in any restaurant around the world. He is mainly responsible with the way the customer's are feeling and if they will come back to the restaurant, pub or club or not. This is why any waiter needs to be polite, have manners, be patient, to smile every time and to have a pleasant attitude when delivering the menus, the food and beverages. Greeting is also an important thing that should be done happily by every waiter.

Waiter – SWOT Analysis



STRENGTHS

- *Polite*
- *Patience*
- *Positive Attitude*
- *Education*
- *Experience*
- *Communication Skills*
- *Listening Skills*
- *Problem-Solving Skills*
- *Endurance*
- *Attention to Detail*

Waiter – SWOT Analysis



WEAKNESSES

- *Flexible work hours*
- *Emotional*
- *Picky*
- *Coordination*
- *Problem-Solving*

Waiter – SWOT Analysis



OPPORTUNITIES

- *Working with famous people*
- *Team-buildings*
- *Michelin Star restaurant*
- *The restaurant Manager will have a bay*
- *Rewards*

Waiter – SWOT Analysis



THREATS

- *Unfriendly coworkers*
- *The bartender is studying courses in order to become a waiter*
- *COVID-19 Pandemic*

Waiter – Time Management



Everyday when I arrive at work, I am making a To-Do List in order to be aware of the responsibilities I have in that day, after that I am setting alarms with positive motivational texts and reminders about what should I do in the next hour. If the restaurant is crowded then I start taking notes for every special order to be able to fulfill the customer's requirements.

References

- ◆ Betterteam, 2019, Waitress Job Description, viewed on 6th of November 2020.



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