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Dear Journal,

I embarked on a fascinating research journey to understand the various job roles within the restaurant industry and the skills that are required for a specific position. My focus is on two types of restaurants: a fine dining establishment and a fast-food chain. Additionally, I chose to evaluate the job roles of a server, which exists in both these restaurants with some variations.

D. Pratten revealed the importance of a server in both fine dining establishments and fast-food chains arguing that the server plays a crucial role in ensuring customer satisfaction and smooth restaurant operations (BFJ, 2003). While there are similarities in the skills required for this job role, there are notable differences.

In a fine dining establishment despite there being technology abounds, servers still take the order by hand as seen in an article by Forbes (2017). In article by Indeed it states that the skills servers must have include extensive knowledge of the menu, which often features complex and intricate dishes. They need to possess a comprehensive understanding of menu items, including ingredients, preparation methods, and potential allergens (2023). Additionally, a study by Seattle Times reveals that formal dining etiquettes must be emphasized, requiring servers to adhere to specific guidelines for table-setting techniques, wine pairing knowledge, and engaging in polite conversation with patrons (2022). Another essential, skill for servers in fine dining is the ability to upsell and suggest additional items, such as high-quality wines or speciality desserts, to enhance the overall dining experience and provide a premium service.

In fast-food chain, according to research by Indeed, servers must possess several key skills to excel in their role (2023). Firstly, they need to prioritise quick service and efficiency, ensuring that they can swiftly take orders, assemble meals accurately, and deliver them promptly to customers. This is further reinforced in another study which reveals servers in

fast-food chains should have strong cash handling and basic math skills to efficiently manage cash transactions and calculate change (Hosco, 2023). Lastly, a crucial skill for fast-food servers is their knowledge of menu customisation options. With various choices available, such as toppings or condiments, servers must be well-versed in these options to accurately fulfil customer requests and ensure customer satisfaction.

While both fine dining establishments and fast-food chains require servers to have a good communication skill, the level of personalisation and attention to detail varies significantly. The type of service offered in a restaurant plays a crucial role in shaping the skills required for a particular job role, particularly when it comes to servers. The variation in service type has a significant impact on both the skill set of the servers and the overall operations of the restaurant.

In fine dining establishments, servers are responsible for engaging extensive customer interactions that go beyond simply taking orders. They play a crucial role in creating a memorable dining experience by providing personalised recommendations and catering to individual preferences. This requires exceptional communication and interpersonal skills, as servers need to actively listen to customers, understand their preferences, and offer suitable menu suggestions or wine pairings, this results in more tips for the servers in fine dining, a study by Statista found that servers in fine dining made an average of 64% more in tips than servers in the fast-food industry (2021).

Moreover, the attention to detail is of utmost importance in fine dining. Servers are not just delivering plates of food; they are presenting culinary works of art. Each dish is meticulously plated with precision, ensuring that the aesthetics and integrity of the plates are maintained. Servers must be trained to handle delicate and intricate food presentations, understanding the nuances of plating techniques and garnishing. They must also pay close attention to specific dietary requirements or allergies, making sure that the food is prepared and served accordingly.

On the other hand, fast-food chains prioritise speed and efficiency to cater to many customers in a short number of times. Servers in these establishments must work rapidly, often in a fast-paced and high-pressure environments, this is a key requirement as seen on the Total Jobs website (2023). They need to coordinate effectively with kitchen staff, ensuring that orders

are quickly prepared and delivered to customers. This requires seamless communication and teamwork to maintain a smooth flow of operations.

Furthermore, multitasking becomes a vital skill for servers in fast-food chains. They handle multiple orders simultaneously, taking orders from the counter or drive-thru, assembling meals, and managing customer requests efficiently (Chron, 2016). They must be able to adapt quickly to changing circumstances, such as sudden surges in customer traffic or handling special requests on the fly. This ability to multitask and adapt ensures that customers are served promptly, minimising waiting times and maximising customer satisfaction.

In conclusion, this research and evaluation have shed light on the skills required for the server job role in the restaurant industry, comparing fine dining establishments and fast-food chains. The differences in service type significantly impact the skill set of Food & Beverage employees, shaping their abilities to meet the unique demands of each restaurant settings. I now have a better understand of how different restaurants operate and the skills necessary for success in this industry.

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