



# **WAITERS TRAINING MANUAL**

- 1. Get Organised**
- 2. Shadowing**
- 3. Answer Their Questions**
- 4. Ask Questions**
- 5. Role Play**
- 6. Give Them Space**
- 7. Teach Them How To Spoil Their Customers**
- 8. Preparing The Waiter's Mess**
- 9. Preparation Before Guest Arrives**
- 10. Up Selling**
- 11. Clearing The Table After Meal**

## 1. Get Organised

- Menu Knowledge
- Drink List Knowledge
- Table Knowledge (table numbers, bar area, sections, etc.)
- Tour of the restaurant (so the trainee knows where everything is: bathrooms, stock rooms, fridges, stations, etc)
- How to clock in and clock out
- Cleaning tasks and side works
- Tables (presentation, cleaning, preparations, etc)
- The “running” system of the bar (how to run drinks from the bar, food, etc)
- How to greet customers
- How to take orders
- How to ring up the orders (POS System)
- Any steps of service (check backs, recooks, how to handle any complaints, etc)
- Presenting the Bill
- Closing duties
- Closing cleaning tasks and restocking
- Sales report at the end of the shift
- Rules of the restaurant / bar

## 2. Shadowing

A trainee should work under an experience waiter and shadow their every move. Before they even take an order, have them watch every step the trainer takes. Note speaking with the customers, tone of voice, your facial features, your posture, etc.

Consistency is very important in this business.

Recognises the pace of the bar and restaurant and learn how to keep up with it. The last thing is for a trainee to get stuck in 2nd gear when they should be shifting it up a few notches. A trainee should keep up the pace with the trainer at all time.

## 3. Shadow Them

Once the training has been done and you are ready to see them in action, let them take the reigns for a while. Inform them that they will be handling everything from A to Z and you'll be following them to make sure that they are serving the guests properly. Be ready to jump in when they aren't sure and take mental notes on anything that they are doing that doesn't meet your restaurant's standards. At the end of the day, go over what they need to work on, point out any strong points or things that they did perfectly, and ask if they have any questions or comments about how they believe their service was.

## 4. Answer Their Questions

## 5. Ask Questions

Best way to learn.

Learn the menu. Describe dishes, ways of describing restaurant meals, Name dishes and drinks on the spot. Asking questions before customers get a chance to ask them is the best way for them to be prepared when it comes time for them to take orders. Feel free to ask questions out of the blue and don't be afraid to put them on the spot. During a rush, they'll need to be prepared so catch them off guard so when the time comes they aren't flailing for answers.

## 6. Role PLay

Have them come up to you (pretending to be a customer) and act out a service. A dry run will help you to correct any bad habits, mistakes, and allow you to make suggestions. Also, it will give the trainee a chance to get out their nerves before heading over to their first table.

## 7. Give Them Space

If your trainee is catching on quickly and is starting to really get a feel for the job, give them a bit of space. See how they do on their own. Let them make a few minor mistakes so that they will learn (while making sure it doesn't affect your customer's dining experience of course). Make a few comments here and there such as "Hurry it up a bit" or "You forgot to order their drinks" and ask a few questions to help guide them such as "What are you forgetting on that table?" or "What's your priority right now?". But other than that, pretend that they are working alone. It's the best way for you to see if they are capable of handling the job and the best way for them to get a real sense of what is expected of them.

## 8. Teach Them How To Spoil Their Customers

Every restaurant has a different way of spoiling their customers. Whether it be offering a drink on the house for a regular customer or going above and beyond the steps of service, there are always ways that you can teach someone how the restaurants customers prefer to be served. Your trainee may have worked at a previous restaurant that wasn't as keen about giving good service as you, so make sure they live up to the standards of the restaurant.

<p><b>PREPARATION BEFORE GUEST ARRIVES</b></p> <ul style="list-style-type: none"><li>• Assigning Station</li><li>• Preparing the Table</li><li>• Folding the Napkins</li><li>• Know Your Menu / Drinks</li><li>• Why You Must Study the Menu</li></ul> <p><b>PREPARATION AFTER GUEST ARRIVES</b></p> <ul style="list-style-type: none"><li>• Greeting and Sitting the Guest</li><li>• <b>Presenting Menu options to Guest</b></li><li>• Taking the Guest Order</li><li>• <b>Suggestive selling techniques</b></li><li>• Placing the Order to Kitchen / Bar</li><li>• Picking Up Order from The Kitchen / Bar</li><li>• Serving the Guest Properly</li><li>• Serving at Booths</li><li>• Clearing the Table after Meal / Drink</li><li>• Presenting the Cheque and Saying Goodbye</li></ul>	<p><b>RESPONSIBILITIES OF A WAITER</b></p> <ul style="list-style-type: none"><li>• Welcome the guest cordially.</li><li>• Bring a dining familiarity.</li><li>• Taking orders carefully as requested.</li><li>• Serve the meal as requested.</li><li>• Clear the table after having meal / drinks.</li><li>• Setting the table after guest departure for the new guests.</li></ul> <p><b>FOLDING THE NAPKINS</b></p> <p>To make the cover more presentable and to provide a complete table setting, stylish and attractive napkin folding required in restaurants / bar but napkin also could be presented in both simple and complex folding. However it is very important to balance the number of folded napkin in each station in dining room. Always try to fold extra napkin that</p>
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## Who is Waiter or waiter

The staffs or the employees who work in the restaurant or bar assigned to serve food and beverage to the guests are known as waiter, waitress. Besides serving meal some waiters are also assigned to observe the operational activity of production department to make the

### PREPARING THE WAITER'S MESS

A waiter always should be capable of instantly providing all necessary service items that are required by the guests which could be possible by arranging a well stocked mess.

it is the duty of a waiter to maintain its cleanliness, appearance and to ensure proper stock of mess.

**Mess are stored with the following items:**

**SUPPLIES**

Clean and folded napkins	Money wallets or trays	Towels
Order pads	Extra pencils	Pens
Sponges	Clean placemats	Children’s bibs and favours

<b>Service Ware</b>	<b>Beverage</b>	<b>Condiments</b>	<b>Menus</b>
China	Lemon squeezers	Salt	Drink menus
Glasses	Water pitchers	Sauce	Specialty menus
Toothpick	Drink coasters	Ketchup	Children’s menus
Cutleries	Jugs Straws	Mustard	Dinner menus
		Pepper	Dessert and wine menus
<b>Garnishes</b>	<b>Know your Menu</b>		
Lemon wedges	Menu is the printed list of food and beverage that are offered by the restaurants.		
Tortilla chips	There are several types of menus which are as follows:		
Coffee cream	<ul style="list-style-type: none"> <li>• Static menu</li> <li>• Cycle menu</li> <li>• Market menu</li> <li>• Fixed menu</li> </ul>		
Preserves			
Jelly			
Peanuts			

**Why Studying Menu is Good for a Waiter**

As a waiter you should be well knowledgeable and aware with every details of menu of your restaurant including menu changes, price will help you to qualify your service by suggesting dishes, suggestive selling or answering question that are derived from the guests.

**Key points to understand why you should study the menu in details:**

- Changes in prices, increase in ingredients cost or seasonal availability of food items
- Learn about the drinks / dishes to fulfil guest’s query and help them to choose right food. Ask for help from the chef if it is required.
- Getting detail idea about menu will help you to provide accurate information of any meal and to suggest side orders to the guests.
- To provide authentic suggestion, know the food by tasting it.

You can also help the guests through having particular information about food and beverage items of the menu in the followings cases:

- Some guests may have prone to allergies to the availability of certain foods or ingredients in the menu items. Knowing the menu queries regarding those certain ingredients or foods.
- Vegetarian guests are strictly reluctant to have non vegetarian foods. If you will be well-informed about the vegetarian items then it will help you select the right choice for your guest
- Know the prices very well and suggest them according to guests’ budget.
- Learn which food are containing low calories or low fats and suits best with the diabetic person or heart patients.
- Children are very sensitive about food selection. Know about the kid’s choice or items in the menu and suggest them in selecting Preparation After Guest Arrives

A waiter has to perform the most crucial and significant duties when a guest arrive. Ranges of restaurants. However the typical preparations and procedures that a waiter has to execute after guest arrival are given below:

### **Greeting and Seating the Guest Perfectly**

A guest always comes in the restaurant / bar with an expectation to be cordially welcomed by the restaurant staffs. Greet the guest in the following procedures:

- Welcome your guest with a welcoming phrase
- Make first contact pleasant so that it can contribute in the long term relationship.
- Greet the guest according to the time.
- Make guest comfortable with the atmosphere.
- After welcoming the guests the waiter should make guest seated.

### **The waiter always must take certain actions for seating a guest. For example:**

- Ask for the number of guests and organise seat according to the number.
- Do not let your guest to be seated without attendance for a long time.
- Always pull the guest's chair and help guests in keeping their coats or other objects.
- Common visitor or regular guests may have particular choice for seating. Try to manage their desirable seat.
- Arrange kid's chair, if family come with their children.
- If there is lady guest then first pull her chair.
- Some restaurants have separate smoking and nonsmoking zone. Get seated your guests according to their preferences.
- Take special care to make seated the old and disable guests.
- When your guest seat, serve complementary snacks along with water (if it is provided).

### **After proper guest seating, introduce yourself thus**

- Welcome, I will be your waiter **"For today."** If you are busy with another task apologise and ask for some time to become free.
- However before approaching and seating guests you must make your stations free and ready to serve new guests.
- Centre items should placed before guest's order.

### **Presenting Menus to Guests**

If guest seating procedures are completed then menus should be provided instantly following the standard method.

- Hand out the menu at each cover before guest arrives.
- Present the menu after the beverage order has been given.
- Put the menu into guest's hand.
- Never drop the menu at the table in front of guest.
- Present the menu from the left side of the guest.
- It is courteous to hand out the menu first to the lady guest.
- Explain or describe the food and beverage items in the menu along with prices.
- Present the wine list also

### **Taking the Guest Order**

- Proper order taking is the prime task of the waiter as the sole purpose of guest is to have meal according to their choice.
- After presenting the menu or serving the pre-meal beverages, give guest time to make selection.
- A guest may be confused in choosing meal or they may seek for waiter's suggestion or they find the menu complicated to select any item
- Be prepared to take care of guests' needs and help them in making their selection.
- You must take the order carefully, note down every single details that a guest dictates during giving order.

- After taking guest order properly, repeat the order back to the guests to avoid any mistake and get back the menu from each guest.
- **Always stand left side of the guest.**
- You are fully knowledgeable about the menu.
- Provide suggestion according to the types of guests and their budget.
- Ask the guests whether they have any food restriction or not.
- **Inform the guest about food preparation time.**
- Be sure about particular things. Such as choice of salad dressing, side dishes, coldness of water, doneness of any meat item, when Note down any special requests.
- Ask who will pay check when necessary.

A waiter has to take the order in an organised manner that nothing could go wrong. To take the order effectively some methods are widely used as follows:

### **Order System**

**Notepad order system:** the establishments providing multiunit kitchen including separate chefs usually exercise notepad order full course meal and the waiters are assigned in providing side dishes. With a notepad order system, the waiter includes beverage, main course etc. by creating a chart on a blank pad of paper. The waiter often makes a double copy of the food items and keeps one copy for giving other appetizer or beverage order. After finishing meal the waiter will fill the guest check according for payment.

### **Use Of Suggestive Selling Techniques**

‘Suggestive Selling’ is planting the seed of choice and/or suggesting and offering options that the guest might otherwise not be aware of or thought about. E.g. suggesting grilled fish, pepper soup, heineken in place of star, Redbull in place of PowerHorse, etc

They can play role in generating revenue through suggestive selling. Sometimes guest may become confused in choosing food or they may not be aware of the quality and taste of all food items in the menu.

In such situation waiter’s suggestion often work greatly to make the guest satisfied about service.

#### **Do not forget these points of information in order to make better suggestive selling to your guest:**

- Well-mannered behaviour is a must to influence your guests.
- Be well informed about drinks and food items.
- Suggest pre-meal drinks and appetisers before having main course.
- Suggest side dishes with the main course.
- Suggest your guest to have appetiser if the order require time to be made.
- After finishing of main dish, suggest the best desserts but of course according the budget.
- If the guest does not want to have dessert then suggests fresh fruits if any
- If your guests are celebrating birthday or any event then suggest the wine list or a birthday cake.
- But never push selling.

#### **Up selling**

‘Up selling’ is recommending a premium item. It will be more expensive, but also better quality. E.g. up selling our house wine to one of our more premium wines. Up selling is also selling more quantity as well as quality. When up selling measured spirits, use the word “large” instead of “double” as double to the guest could mean double the price which doesn’t sound so appealing.

#### **Pro-active Selling**

‘Pro-active selling’ is selling something to a guest before they actually need or want it. E.g. asking if a guest would like another beer when they still have some left in their glass

## Placing the Order to Kitchen

To effectively place the order in front of guests the waiters should be careful about certain things as follows:

- To carry a tray, use your palm of the hands.
- The traditional approach to carry the tray is using of left hand.
- If tray jack is not attached then use extra tray Jack **Learn how a waiter should carry a tray in restaurant.**
  
- Keep away the hot and cold food items from each other on the tray.
- Set the weighty items on the centre
- While carrying tray keep your body straight and away from the tray.
- Careful about the surface and cover your items
- While carrying chinaware and glassware, keep your fingers off to the rim of the dish.
- Use an underliner to place cold and hot beverage.
- Use a double folded serviette or napkin between the thumb and index finger in case of very hot items and warn your guest from touching
- When carrying flatware use a plate and fold the flatware with napkin. Hold the lower part of the flatware with your fingers.

## ORDER METHOD

- **Written method:** the waiter writes the order on a docket. After taking the order the waiter gives the order to the chef / barman to take further actions for placing the order effectively.

## Picking up Orders from the Kitchen

Here are some commonly used ways to inform the waiter in order to pick the order from the kitchen:

- Announce the code on speaker
- Oral communication between the chef and the waiter

## While picking the order you must maintain the following things:

- Make sure that right order has been prepared and garnishing is done in an eye appealing way.
- Check the food dish properly if there any food spills or not.
- Never serve your order in soiled dish.
- Use a clean and double folded serviette or napkin to pick up hot dishes.
- Place the order after the table has been cleaned.
- Use a tray to carry your order.

## Serving the Guest Properly

- It is customary to serve meal to women and old guests first.
- Start serving food with your left hand from the left side of your guests (but if you are standing at right side of the guest then use your right hand)
- Serve food according to the standard category (ex-appetiser, main course and dessert) along with all necessary supplementary service ware.
- Place beverages with the main course but serve when it is ordered by the guest. Also serve coffee and tea according to the guest's demand. Use your right hand and serve from the right side of the guest when serving drinks. **DO NOT PICK UP GLASS FROM TABLE TO SERVE.**
- While serving dessert and beverage refill coffee or tea and other beverage glasses until the coffee pot or the water carafe or the wine bottle is completely emptied.
- Make sure that all accompaniments and service-ware are placed appropriately.

## **Clearing the Tables After Having Meal**

The waiter should clear the table when guests set their eating utensils down or may ask them whether they have finished eating

and finishing meal a waiter usually perform the following tasks:

- Clear all soiled dishes and service-ware and keep them on a tray from the right side of your guest with your right hand in a counterclockwise direction
- Do not remove beverage glasses until completely emptied and guest's exit. Recommend guests to have after dinner drink.
- Clear other miscellaneous items from the table to give some spacious space on the table.
- Crumb (sweeping loose food particles into a plate)
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## **Presenting the Check and Saying Goodbye**

There are some signals by which you can understand that the guest has finished his/her meal and waiting for bill such as:

- Reaching for the bill or the docket
- Signalling with the hand
- Sitting in the restaurant looking around

**After paying bill the guest usually leaves a tip** (an incentive for effective service) for the waiter. Providing Guest generally provides tips to the waiter on the basis of certain factors. For example:

- **Efficient and well-mannered service.**
- **Quality of the food**
- **Appearance of the waiter**
- **Effective suggestive selling**

## **TIPS**

- A lower amount of tip also can indicate that the guest is not satisfied with the service.
- A waiter always should provide his/her best would be a wise idea to bring guest's change in single Naira bills rather than in larger change bills.
- Guest could provide tips to waiter either directly or leave it on the table.
- However the waiter should not expect that the guests will always provide pleasing tips.
- Sometimes the waiters have to equally share the tips if they are assigned in one table.
- You must thank the guest for coming and providing tips and cheerfully invite them to return.
- Say goodbye to the guest with a pleasant long term relationship smile.

## **The Importance Of A Smile**

### **Greet guest promptly with a smile**

As the old saying says a 'SMILE' goes a long way! No matter what is going on in our lives outside of work it is important when working in the hospitality industry that we always wear a smile.

The 'Smile' is a quality that all front desk staff have to master. They are the first face that our guests see.

### **Never Say No To an Order**

1. Advise on nearest date of availability.
2. Can't satisfy any of the above, give a free gift of peanut or snack. (Talk to the manager)

### **Complaint Handling**

From time to time complaints do arise. It's important to deal with complaints calmly and professionally. Listen carefully, try to understand why the guest is upset and always try to understand the cause of the problem.

Thank the customer for taking the time for bringing the problem to your attention, and if you feel that it is a problem that you can solve yourself then go ahead!!

However, if you feel that it is a problem you are unable to solve, apologise, and ask them to wait while you locate your supervisor / manager. Always remember every complaint no matter how trivial should always be reported to a manager, even if you have rectified the complaint.

**EVERY COMPLAINT IS SERIOUS BECAUSE IT DEMONSTRATES AN AREA WHERE WE HAVE FALLEN SHORT OF GUESTS EXPECTATIONS**

**THE OLD SAYING STILL STANDS THAT THE GUEST IS ALWAYS RIGHT AND THAT WE WANT EVERY GUEST TO LEAVE A HAPPY GUEST OF GUESTS EXPECTATIONS**

#### **REMEMBER – NEVER SAY NO**

When dealing with the problem you should always follow the APOLOGISE procedure.

- Apologise – It shows we care to put things right.
- Praise – thank them for taking the time for making the complaint.
- Observe – their body language, keep a neutral stance and tone of voice.
- Listen – be sympathetic and empathise.
- Offer - a solution wherever possible
- Go through the steps with the guests on how you're going to help them.
- Instigate the solution, call the duty manager if you need authorisation
- Stay calm throughout, never defend what has happened nor blame anyone.
- Ensure the guest is happy with the outcome.

#### **Complaint Scenarios (Trainer To Create Some)**

##### **GUEST AWARENESS**

- This means you know exactly what your guests are doing from the second they walk into your restaurant / bar until they leave.
- From a quick acknowledgement to a warm farewell, this awareness enables you to give truly professional service.
- If a guest looks as though he wants something, ask them, and get it immediately
- if a guest is sitting in the restaurant looking around be aware and ask if they need anything. On the other hand
- if a guest is drinking too much, be aware of it and if a problem is evident deal with it.
- **If you are totally aware, your job becomes easier and customer satisfaction is greatly increased.**
- Awareness is a skill to be developed, a great frustration is a perception of being ignored, this may come across as rude to a guest, but more often than not is due to a lack of awareness.
- The balance to this is about knowing when to leave guests alone – knowing when to talk and when to walk, you would not want to be asked 3 times how a dish is, nor would you want a conversation whilst your food is on the table.

- There is nothing worse than “customer blindness”, if a guest needs ‘attention’ then help them.
- The more you spend time with your guests the easier it will be to read what they require from you. You will encounter a number of different types of guests that will have different needs and it is up to you to be aware at all times to ensure we meet their expectations.

**Please write below some types of guests you have encountered in your training and how you read what their requirements were:**

## Drinks Knowledge (List Drink Types)

### DRINK SERVICE

Topping up your guests wine is part of our service standards, however not everyone will want you to do it. There is no harm in asking them first before you proceed to top up.

Please follow the steps below when opening wine:

1. Present the wine to the customer 2. Score around the outside of the foil with the knife as shown 3. Twist the corkscrew into the cork 4. Place the lever on the bottle opener on the edge of the bottle lip 5. Lever the cork out the bottle using the 2 different joints	6. Pour half an inch in the glass of the person who ordered the wine and ask if they’d like to try it. 7. Wait for their response, if OK continue to pour 8. If there are more than one person at the table always start with the ladies 9. Lightly place the bottle on the table if red and in ice bucket if white or rose with label facing the guest.
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### ONE WAITER

When you are given a section as a waiter we expect you to look after every guest in that section by delivering nothing but the best service. They are your guests so treat them like you would if they visited your own home.

We like our guests to be looked after by one waiter for the whole of their experience so they know who to turn to for help and advice. By one waiter we mean:

***Waiter should cover the following points from the start end***

• Drinks order	• Specials	• Out of stock items	• Recommendations
• Appetisers	• Food order	• Check back	• Dessert order
• Coffee order			

It is understood that a food runner, drinks runner and Manager will still visit the table during the guests visit.

### COCKTAILS AND SPIRITS

You need to learn the house spirits and the cocktails that we sell and what ingredients are in them.

On your first day you will have been issued with a cocktail and spirit compendium, please read them and make notes as you will be tested on them.

Please write below the cocktails we sell and the main ingredients:

***Please write below what your bar spirits are:***

***Spirit:***

E.g. Vodka Gin Brandy Whiskey Rum Finlandia Haymans

Please write below what each of the short code for -

50 = Catch!

55 = Item, food or drink out of stock

66 = Above item back in stock

100 = Irritation

200 = New customer

300 = Existing customer needs attention

400 = I need assistance

450 = Follow me now

600 = Request for a break, Please watch my station

900 = Drinks or food ready to be served

## Waiters' Job Description

What are the duties and responsibilities of a waitress?

Waiters and **waitresses**, also called waiters, are **responsible** for ensuring that customers have a satisfying dining experience. The specific **duties** of waiters vary considerably with the establishment in which they work.

### CUSTOMER SERVICE DUTIES

Waitresses are responsible for a variety of customer service tasks, including:

- Providing excellent customer services
- Greeting patrons once they are seated
- Presenting menus to customers
- Explaining menu items to customers
- Answering questions from patrons about food and beverages
- Sharing information with customers about the status of their orders
- Refilling customer drink orders throughout the meal
- Finding out if customers need additional items
- Verifying that customers are satisfied with their orders

### SALES DUTIES

Waitresses handle a variety of sales-specific tasks, including:

- Taking food and drink orders
- Up-selling additional food and beverage products to patrons
- Entering each item ordered into restaurant / bar docket system
- Delivering bills to customers
- Accepting payment for the meal

### OPERATIONS DUTIES

- Communicating customer orders to kitchen staff
- Ensuring that customer orders are assembled properly in the kitchen
- Delivering orders to customers
- Removing empty plates, used silverware, and soiled napkins from tables
- Determining when customers have completed the meal
- Attending scheduled team or shift meetings
- Training new food waiters

### COMPLIANCE DUTIES

Waitresses play a role in regulatory compliance, including:

- Verifying age of customers who order alcoholic beverages
- Following all relevant health department rules and regulations
- Observing the principles of safe food handling and service
- Taking reservation phone calls
- Greeting customers at the door
- Seating patrons
- Cash register operation

#### **SET-UP AND SERVICE DUTIES**

- Assisting with preparation of some food items
- Preparing table for the next guests once a party has departed
- Preparing cocktails
- Keeping the restaurant location clean and tidy
- Restocking salad bars or buffet lines
- Folding napkins
- Arranging tables settings

#### **AMENITY DUTIES**

- Coordinating with other wait staff members to provide team oriented service
- Presenting a dessert tray once the main course is finished
- Singing Happy Birthday to patrons upon request
- Encouraging customers to complete customer service surveys
- Providing private event and banquet service

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to operate the point-of-sale register system, including processing credit card and cash transactions
- Ability to communicate in an appropriate professional manner with customers and other employees
- Ability to read, comprehend and follow menus and instructions
- Knowledge of culinary terminology
- Previous retail or food service experience, or formal training via a hospitality or culinary program

#### **PHYSICAL REQUIREMENTS**

- Ability to lift, carry, deliver and serve from trays weighing up to 15 kg
- Ability to balance serving tray on one hand while distributing orders to customers with the other
- Ability to carry and set up folding table to support particularly heavy orders
- Ability to stand and walk continually throughout an eight hour shift
- Ability to bend, stoop and reach while carrying serving trays weighing up to 50 pounds
- Visual acuity to see restaurant menus, take customer orders, review customer bills and smoothly navigate dining room, kitchen and other facility areas
- Ability to attend work as scheduled, working various schedules and shifts throughout normal business hours.