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# Waiter-Barman

## Description

A waiter serves food and drinks in catering facilities and takes care of visitors to be as quickly and good as possible served. Some of the waiter's activities include: waiting for the guests, presenting menu/wine card, receiving orders from guests, informing staff about the order, setting the tables, writing bills and collecting money for the services. Some waiters work at the bar where they pour, prepare, serve non-alcoholic beverages, hot and cold drinks as well as bar mixes.

A waiter performs preparation works before serving, maintains devices and inventory of the catering and sets up and cleans tables. A waiter must know and observe sanitary and health and hygiene regulations in catering, content of the offer of the establishment he works at and basic characteristics of drinks, beverages, food and sweets, as he sometimes gives advice to guests with regard to food or drink. Also, a prerequisite for a work can be knowledge of a foreign language (often the English language). Being kind, communicative, resourceful and following the rules of business etiquette are important for performing the waiter's job. He wears a professional uniform at his work according to the current sanitary regulations and standards of the establishment he works at.

A waiter works at catering facilities (restaurants and cafe bars), often in shifts. Working conditions include exposure to cigarette smoke, noise, fall risk, mechanical injuries and burns. Also, this job is demanding due to the stress and extended and uneven duration of working hours, as waiters often work on weekends and holidays.

## Desirable traits/requirements

- Manual dexterity
- Communication and articulate
- Kind and assertive
- Precise and punctual
- Good coordination (carrying, balancing) and memory
- Responsibility and reliability
- Being well-organized and team-oriented

## Positive aspects:

- A waiter's job is dynamic and includes communication with guests. This profile is in great demand, particularly at season. Numerous possibilities to advance and get improved.

## Negative aspects:

- Waiters are often exposed to stress as they have to remain helpful and kind even in situations of large crowds and when guests require to be served quickly. Also, work dynamics differs from other jobs and includes work at weekends and often prolonged working hours.

## Career path/ fields of work

The waiter's job requires completion of three-year or four-year secondary vocational education for the occupation of a waiter or catering technician, i.e., non-formal training program lasting minimum 960 hours.

Individual competences for the waiter's job can also be acquired through shorter non-formal trainings or practical work.

Waiters usually work at catering facilities such as hotels, restaurants, cafe shops or bars, but also at other establishments serving food and drink (hospitals, schools, betting shops, etc.).