

Packet

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Waiters and Waitresses

Career Exploration



What They Do

Waiters and waitresses are also known as servers. Servers focus on serving customers in restaurants. Their job is to ensure that customers have a satisfying dining experience. The specific duties of servers vary depending on the establishment in which they work. Typically, servers greet customers, present menus, and explain daily specials to customers and take orders. They carry trays of food or drinks from the kitchen to the dining tables. Servers also set up dining areas, refill condiments, and stock service areas.

Work Environment

Often, waiters and waitresses work in a fast pace environment. During busy dining periods, servers are under a lot of pressure to meet customers' demands. They must work quickly and efficiently while maintaining a friendly attitude. Servers must be able to work as a team with other servers and the kitchen staff. Servers are on their feet most of the time and must be able to carry trays of food, dishes, and drinks. Servers must learn the menu and be able to take detailed orders and requests from customers.

Answer each question with a complete sentence a separate piece of paper.

1. What is another name for waiters and waitresses?
2. What is the job of server to ensure?
3. What do the specific duties of servers depend upon?
4. What are four duties a server may do?
5. What are servers under a lot of pressure to do?
6. How do most servers interact with other servers and kitchen staff?
7. What must servers learn and be able to take?

Source: 2018, Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook.

How to Become a Waiter or Waitress

No formal education is required to become a waiter or waitress. Most workers learn the job through short-term on-the-job training. However, if a person has previous experience, it helps them with obtaining a job as a waiter or waitress. Employers in this field are looking for friendly, outgoing people. Employers also want people that can sell menu items. Waiters and waitresses can improve their skills and opportunities by taking restaurant related classes.

Important Qualities

The following are important qualities that are helpful in being successful as a server.

Interpersonal Skills: Servers need to communicate well with others. They must be able to be good listeners and convey information (*orders*). Also, servers need to be able to interact well with customers by making them feel welcomed and taken care of.

Customer-service Skills: The primary focus of waiters and waitresses is to provide customer service. They must make sure all customers have a good experience at the restaurant.

Detail Oriented: Servers must be able to recall each detail given to them by many different customers. They must make sure orders are correct.

Physical Stamina. Waiters and waitresses need to be physically capable of spending the majority of their time on their feet and carrying heavy trays.



Answer each question with a complete sentence on a separate piece of paper.

8. What level of education is needed to be a server?
9. How do most servers learn the job?
10. What type of people are employers looking for?
11. What are three important qualities a server should have?
12. What do you think interpersonal skills means?
13. What is the primary focus or duty of a server?
14. How do servers need to be detailed oriented?
15. What must servers be physically capable of?

Name: _____ Date: _____

Snack Shop Menu

Cookie	\$0.35	Juice	\$0.94	Taco	\$1.00
Banana	\$0.45	Hot Dog	\$0.80	Gum	\$0.75
Chips	\$0.65	Blow Pop	\$0.10	Pretzels	\$0.50

I will buy 3 bags of chips. What is my total?

\$ _____ x _____ = _____ is my total

I will pay with a \$5.00 bill. What is my change?

\$ _____ - \$ _____ = _____ is my change

I will buy 4 hot dogs. What is my total?

\$ _____ x _____ = _____ is my total

I will pay with a \$5.00 bill. What is my change?

\$ _____ - \$ _____ = _____ is my change

I will buy 6 Blow Pops. What is my total?

\$ _____ x _____ = _____ is my total

I will pay with a \$5.00 bill. What is my change?

\$ _____ - \$ _____ = _____ is my change