

Case Study A. Jerome - Waiter

Waiting staff serve customers by taking orders, serving food and preparing tables. A key part of the work is to make customers feel welcome and relaxed during their meal.

Match the words in Activity A (below) with the blanks in the article. Work in your exercise book.

Jerome says ...

“Some people think a waiter’s job is simply to put food on the 1)_____ and clean up the plates as diners finish their courses ... but there is a whole lot more to it than that!”

“Before customers arrive I make sure all the tables in the restaurant are properly prepared. Of course, everything needs to be clean and 2)_____ as there is nothing worse than sitting down at a messy table. Needless to say, I also have to look neat and tidy myself.”

“When diners arrive I greet them, take their 3)_____ and show them to their table. When they are settled, I give out the menus and from that point on it is my 4)_____ to make sure everyone enjoys a pleasant, relaxed meal.”

“I take the orders for food and 5)_____, and deal with questions about the menu. I enjoy helping this because it allows me to make use of everything I have learned about food and drink since I began working as a 6)_____. If I don’t know the answer, I simply ask the chef or the restaurant manager for help.”

“During the meal, I check things are OK but I do not keep interrupting. I also make sure I am on hand if the diners want to 7)_____ my attention. When they are finished I deal with the bill.”

“Waiting is not the perfect job for everyone but I enjoy it. I like 8)_____ people and it’s very satisfying when they have a 9)_____ time in the restaurant. Many of our regulars are more like 10)_____ than customers. They return time and again so we must be doing something right.”



Entry requirements:

Waiting is a flexible job with many full-time, part-time and temporary posts. You do not normally need formal qualifications to work as a waiter but you must have good communication skills because dealing with customers is the most important part of the job. Previous experience of customer service or serving food will also be useful when applying for work.

Training:

You will receive on-the-job training from your employer when you begin work. There are also important qualifications you can work towards in areas such as hospitality, food safety and customer service.

ACTIVITIES

- A) Match the words below to the 10 blanks in the article above:
tidy attract coats waiter friends meeting job good table drinks
- B) What does Jerome do before customers arrive?
- C) ‘Jerome tries to make sure everyone ...’ (Complete)
- D) Why does Jerome enjoy helping with questions about the menu?
- E) Jerome says waiting is not the perfect job for everyone but he enjoys it. What reason does he give?
- F) Write two short sentences about the entry requirements for waiting jobs.
- G) What training may be available to waiting staff in restaurants?
- H) Now make a list of good things and bad things about being a waiter. The list should have at least 7 items.