Unit 1

Organizing People and Jobs in the Restaurant

Dining Room Employees and their Duties

1. From the text, learn about the main jobs in the dining room of a restaurant and the duties of the staff. Do the following tasks:
   * 1. make a list of jobs in the dining room
     2. make a list of duties for each job
   1. In a restaurant the quality of the service is nearly as important as that of the food. That is why waiters and waitresses play a very important part. They have more contact with the customers than any other restaurant employee. They must be attentive to the wants and needs of the guests. They take food orders and serve food. They must be able to explain items on the menu, or recommend dishes.

In addition to the waiters and waitresses, the personnel in the dining-room of a restaurant may include headwaiters, hosts / hostesses, bussers and cashiers. Not all restaurants employ all these people. In lower-priced places the waiters and waitresses may set tables and clear them, without bussers.

* 1. The job of the host or hostess is to welcome and seat guests when they arrive and to arrange reservations in restaurants that accept them. In many cases, they also take drink orders from the guests after they have been seated.

There are different names for the job of a person in charge of the dining room: headwaiter, captain, matre d’ (short for matre d’hotel). Their most important duty is to supervise the work of all personnel in the dining room so that everything runs smoothly and in accordance with the standards of the restaurant. They set the tone for the entire establishment. They usually thank the guests when they leave; they should be polite both to new guests and to regulars (regular guests). Many owners and managers act as captains or headwaiters in their own restaurants. This gives them more direct contact with guests.

* 1. Another group of dining room employees consists of the bussers (busboys or busgirls). Their duties are removing extra covers after guests have been seated, pouring water, and serving bread and butter. They clear the table when the guests leave, and re-set the table. Some bussers are getting experience in restaurant work in order to become waiters or to qualify for other foodservice jobs. They are paid low wages, but in some restaurants tips are pooled so that the bussers receive a share.

* 1. In elaborate restaurants there is often an employee called wine steward or sommelier, who takes orders for wine and sometimes for other alcoholic drinks. A sommelier may compile a wine list. He or she suggests wines that match food items to the guests. A professional sommelier requires deep knowledge of wine and wine and food pairing.
  2. Restaurants and hotels may also have a bar or cocktail lounge. Bartenders work at the bar. They mix drinks and serve them to customers behind the bar. In a very busy bar one bartender may fill orders for waiters and waitresses who serve customers seated at tables.