

## M2.5c: Waiting staff

### 1. Entry requirements

There are no set requirements, but you'll need a good standard of maths and English and excellent communication skills. Previous customer service experience would be helpful.

You could get into this job through an apprenticeship.

### 2. Skills required

You'll need:

- the ability to remain calm under pressure
- the ability to memorise orders
- numeracy skills

### 3. What you'll do

Your day-to-day tasks may include:

- greeting customers as they arrive and showing them to their table
- giving out menus and taking orders for food and drink
- serving food and drinks
- dealing with bill payments
- making sure tables are clean and tidy

You'll also be on hand to answer any questions and make sure that customers enjoy their experience.

You'll usually work in a team under the supervision of a head waiter or waitress.

You could also specialise in work as a wine waiter or waitress, called a sommelier.

### 4. Salary

Starter: £12,000 to £16,000

Experienced: £17,000 to £20,000

Highly Experienced: £22,000 to £27,000 (head waiter/waitress)

You'll usually be paid a set hourly rate. Tips may increase your income.

These figures are a guide.

## **5. Working hours, patterns and environment**

You'll usually work shifts including evenings, weekends and public holidays.

Restaurants and kitchens can be hot, humid, noisy and busy.

You'll need a smart appearance and you'll usually be provided with a uniform.

## **6. Career path and progression**

With experience you may be able to progress to head waiter or waitress, or restaurant supervisor.

You may also be able to go into related areas of work like restaurant and kitchen management.

<https://nationalcareersservice.direct.gov.uk/job-profiles/waiting-staff>  
(abgerufen am 11.11.2016)

## Materialien zur Binnendifferenzierung/zum zieldifferenten Lernen

### Waiting staff

<b>what is needed</b>
excellent communication skills
the ability to remain calm under pressure
the ability to memorize orders
a good standard of maths
<b>where I will work</b>
in restaurants
in hotels or bars
in cafés
<b>what I will do</b>
My day-to-day tasks may include: <ul style="list-style-type: none"><li>• greeting customers as they arrive and showing them to their table</li><li>• giving out menus and taking orders for food and drink</li><li>• serving food and drinks</li><li>• dealing with bill payments</li><li>• making sure tables are clean and tidy</li></ul>
I also should be able to answer any questions and make sure that customers enjoy their experience.
<b>when I will work</b>
I will usually work shifts including evenings, weekends and public holidays.



## Waiting staff (waitress/waiter)

### what is needed

*I will have to...*

...be calm under pressure

...write down orders

...be good at maths

### where I will work

*I will work...*

in a restaurant



in a hotel restaurant or a bar



in a cafe



### what I will do

*I will...*

greet customers and show them their table



give out menus



take orders for food and drinks



serve food and drinks



bring customers the bill and take money



clean and set tables

