## 

Occupational Profile

of

Waiter

ASCO 5130

24th April 2019

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| Expert Panel:   |  |  |  | | --- | --- | --- | | **Name** | **Company** | **Occupation** | | Yahya ehMagath | Crumz | Waiter | | Bassam Twal | Dana Hills Restaurant | GM | | Mohammed Qasem | Alballouti Hotel Suites | Owner | | Eliana Janineh | Jordan Restaurant Association | GM | | Ghaida’a Hourani | EBRD |  | | Suhair Albargouthi | Abdali Mall/AMRTC | HR Director | | Sameh Zawati |  | Waiter | | Ramzi Jameel | Crowne Plaza | Waiter | | Ezzat Al Najjar | Crowne Plaza | Restaurant Manager |   Co-ordinator:  George Kolath  EU SESIP  Sayel Al Hadid  Rubah Alawneh  ETVET Council Secretariat  Facilitator:  Simon Coetzee  EU SESIP  Co-Facilitators:  Khaled Abu Laban  UNRWA  Muhammad Ameen Al Alawneh  VTC  Mohammed Al Khawaja  Khawarizmi College  Osama Ali Momani  MOE  Natheer Al Khateeb  CAQA  Rumzi Alhroub  VTC  Alla Masannat  CAQA  Mufadi Al Momani  BAU  **Dates and Venue:**  Amman  Jordan  10th and 11th June 2019 | http://upload.wikimedia.org/wikipedia/commons/thumb/c/c0/Flag_of_Jordan.svg/640px-Flag_of_Jordan.svg.png  **EU Funded Project “Technical Assistance to the Skills for Employment and Social Inclusion Programme”**  **المشروع الاوروبي " الدعم الفني لبرنامج مهارات العمل والاندماج الاجتماعي"**  Occupational Profile  of  Waiter  ASCO 5130  24th April 2019 |

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| **Duties and Tasks** |

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| **Duty A: Maintain a safe, hygienic workplace** |

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| **Task A1:** Maintain personal hygiene | **Task A2:** Maintain presentable and professional appearance | **Task A3:** Use safe and hygienic practices and good personal hygiene when handling, serving and clearing food and beverages including equipment | **Task A4: Handle safely and** store hazardous substances, cleaning detergents and chemicals |
| **Task A5:** Apply emergency procedures (first aid, firefighting, handle violent guests, accidents ..etc) | **Task A6:** Comply with business establishment and legislation requirements | **Task A7:** Conduct hazard risk assessment and record on the daily checklist, to eliminate any imminent danger (i.e., slippery or wet floors, electrical appliances, and any other tools/utensils used in the restaurant | |

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| **Duty B: Prepare to receive guests** |

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| **Task B1:** Prepare business (establishment) and dining areas for food and beverage service | **Task B2:** Set tables according to business/ brand and service style | **Task B3:** Replenish *mis en place* (stock levels) |
| **Task B4:** Actively seeks information when needed e.g. from chef or captain, supervisor, manager. | **Task B5:** Apply business /brand set up protocols e.g. music, lighting, general ambience and pre-service briefing | **Task B6:** Identify the key features and Components of menu items including allergen information |
| **Task B7:** Give guests accurate information regarding menu items, ingredients, specials , price | **Task B8:** Take bookings and register on the reservation system/book | **Task B9:** Prepare reserved tables for service |

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| **Duty C: Prepare to serve customers** |

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| **Task C1:** Demonstrate knowledge of various menus | **Task C2:** Demonstrate culinary/beverage general knowledge and understand the various serving styles and standards depending on the business type | **Task C3:** Know the variety of food and beverages served, their basic characteristics, information required for the guest, equipment required to store, prepare and serve them and storage conditions required for optimum quality |
| **Task C4:** Identify the key features and Components of menu items including allergen information | **Task C5:** Work with people from a diverse backgrounds and cultures, including ability to identify how to show equality diversity and ethical awareness | **Task C6:** Display ability to serve local demographics and how this is echoed in products and services available |
| **Task C7:** Recognize the correct standard of service and service style within key hospitality organizations including Formal dining, Casual dining, fast dining, Buffet dining | **Task C8:** Comprehend the importance of giving guests accurate information regarding menu items, ingredients, specials, price | **Task C9:** Apply restaurant operational policies and procedures |

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| **Duty D: Greet and seat guests** |

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| **Task D1:** Greet guests according to best practice standards in line with business/ brand standards | **Task D2:** Escort guests to table using a customer-oriented manner | **Task D3:** Seat guests according to the business / brand standards and protocol | **Task D4:** Present menus to guests with the right approach according to the business standards | **Task D5:** Start with taking beverage orders |

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| **Duty E: Do excellent beverage service** |

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| **Task E1:**  Display knowledge of best practices and etiquette of serving beverages according to business/ brand standards | **Task E2:** Recognize the different hot/cold beverages served, their ingredients and characteristics | **Task E3:**  Serve drink(s) according to the business/brand standards | **Task E4:** Serve alcoholic beverages responsibly |

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| **Duty F: Provide food service** |

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| **Task F1:** Take orders manually/electronically | **Task F2:** Assist guest selection and suggested/upselling | **Task F3:** Repeat and reconfirm the order | **Task F4:** Serve meals according to best practice standard in line with the business/brand service style |
| **Task F5:** Enquire about guest satisfaction | **Task F6 :** Use appropriate opportunities to persuade and endorse additional menu items and services | **Task F7 :** Actively seek opportunities to please and ‘impress’ guests in line with the business / brand standard | **Task F8:** Display a professional, confident and informative approach to the service of food and beverages |

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| **DUTY G: Clean Down and Receive Payments** |

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| **Task G1:** Clear tables to industry standards | **Task G2:** Obtain guest feedback | **Task G3:** Receive payment according to establishment procedures and thank/see off the guest(s) | **Task G4:** Complete end of shift duties i.e. clean-down, hand over procedure, and secure lock up |

**Additional Information:**

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| **Expected Worker Behaviours** | **Employability Knowledge and Skills** |
| * Organized * Respectful * Cooperative * Persistent * Good work ethic * Flexible * Attentive listening * Observant/analytical * Detail-oriented * Amiable * Patient * Prompt * Self-motivated * Amenable to self-development * Disciplined * Resilient * Focused * Creative * Positive * empathetic * Confident * Committed * Environmentally aware * Ability to prioritize | * Legal and regulatory requirements (of industry) * Planning and administration * Leadership and supervision * Communication skills * Teamwork * Community-building * Time management * Basic bookkeeping practices * ICT * Marketing/sale skills * Equipment and machinery operation * Basic emergency procedures (firefighting/hazards) * Basic first aid * Ingredient knowledge * Appropriate body language * Phone etiquette |

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| **Equipment** | **Tools** | | **Materials** | |
| * Simulator restaurant room of appropriate size/environment * Crockery, cutlery, glasses, and service utensils * Tables and chairs * Equipped counter service area with hot plates/bain marie * Cold drink dispenser system providing a range of drinks * Hot drink dispenser * Worktop space – stainless steel workstations or tables used as preparation areas * Washing facilities- hand washing, food preparation and wash up * Refrigerators and freezers * Storage facilities * Small and large food service equipment * Health and Safety equipment to include PPE, food temperature equipment and fire safety * Commercial activity/ payments area * Point of sale * Credit card processing machines * Telephone (order placements) | * Serving cloth * Napkins * Skirting * condiment * Sugar/salt/pepper shakers * Salver * Pen/pad * Cleaning cloth * Calculator * Signage (security/wet floor/Reserve board etc) | | | * Docket books * Beverage (hot/cold) * Sample food items |
| **Future Trends** | | **Concerns** | | |
| * Growth of the industry is dependent on visitor numbers increasing * Population growth * Globalization of hospitality industry * Sustainable practices and environmental protection trends in the hospitality trade | | * Lack of industry involvement in training * Increasing government regulations * Food safety and security * Lack of moderation and quality control | | |

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| **Career Path** |
| This occupational standard specifies the duties and tasks required to become a Waiter within the Food and Beverage sector of the Hospitality and Tourism Industry.  Career paths include: |
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