

**OCCUPATIONAL STANDARD**

***Waiter (ASCO 5130)***

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| **OCCUPATIONAL STANDARD**  ***Waiter (ASCO 5130)***  **Economic (Sub) Sector:**  Hospitality and Tourism  **ASCO reference code:**  5130 Waiter  **Scope of the standard:**  This standard applies to the duties of a waiter in a small, medium or large restaurant environment in Jordan.  **Developed by:**   1. Yahya eh Magath 2. Bassam Twal 3. Mohammed Qasem 4. Eliana Janineh 5. Ghaida’a Hourani 6. Suhair Albargouthi 7. Sameh Zawati 8. Ramy Jameel 9. Ezzat Al Najjar   **Endorsed by:**  Sector Skills Council for Hospitality and Tourism  **Approved by:**  Approving body?  **Approval date:**  Date of registration and approval  **Review date:**  Date up for review according to review policy |

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| **No.** | **Employability Competencies** | **Occupational Levels** | | |
| **Maître D’** | **Waiter** | **Server** |
| **1.** | **Communication** | | | |
| 1.1. | Verbally communicate with others | **X** | **X** | **X** |
| 1.2. | Communicate with others in writing | **X** | **X** | **X** |
| **2.** | **Teamwork** | | | |
| 2.1. | Work within a team | **X** | **X** | **X** |
| 2.2. | Solve disputes and negotiate with others | **X** |  |  |
| 2.3. | Defend rights at work | **X** | **X** | **X** |
| 2.4. | Time and resource management | **X** | **X** | **X** |
| 2.5 | Make decisions | **X** | **X** |  |
| **3.** | **Self-marketing** | | | |
| 3.1. | CV writing | **X** | **X** | **X** |
| 3.2. | Job interviews | **X** | **X** | **X** |
| 3.3. | Presentation skills | **X** | **X** |  |
| **4.** | **Problem Solving** | | | |
| 4.1. | Identify and analyse work problems | **X** | **X** | **X** |
| 4.2. | Solve problems at a work site | **X** |  |  |
| 4.3. | Evaluate results and make decisions | **X** |  |  |
| **5.** | **Entrepreneurship** | | | |
| 5.1. | Critical thinking | **X** | **X** | **X** |
| 5.2. | Find/create small business idea project. | **X** | **X** | **X** |
| 5.3. | Prepare simple feasibility studies for their projects | **X** |  |  |
| 5.4. | Prepare business plan of project to present to loans institutions | **X** |  |  |
| 5.5. | Managing, improving and developing of their project | **X** |  |  |
| **6.** | **Computer/ICT skills** | | | |
| 6.1. | Use a computer | **X** | **X** | **X** |
| 6.2. | Use internet | **X** | **X** | **X** |
| **7.** | **Foreign Languages** | | | |
| 7.1. | Basic communication skills | **X** | **X** | **X** |
| 7.2. | Use technical global serving terms | **X** | **X** |  |
| **8.** | **Mathematical Skills** | | | |
| 8.1 | Perform basic measurement operations | **X** | **X** |  |
| 8.2 | Perform mathematical operations | **X** | **X** |  |

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| **Competency 1: Comply with Establishment and Legislation Requirements in a Food and Beverage Establishment** | | | |
| **Range:** | Applies to hospitality workers in the front of house department and includes but not limited to complying with health and safety procedures and processes that will ensure safety of guests and safe working practices in a food service area, and related to local and national legislation applicable to food and beverage establishments. | | |
| **Related Tasks from Occupational Profile:** | **Task A3:** Use safe and hygienic practices and good personal hygiene when preparing, serving and clearing food and beverages | **Task A4:** Store and safe handle hazardous substances, cleaning detergent and chemicals | **Task A5:** Apply emergency procedures (first aid, firefighting, handle violent guests, accidents ..etc) |
| **Task A6:** Comply with business and legislation requirements | **Task A7:** Conduct hazard risk assessment to eliminate any imminent danger i.e. slippery or wet floors, unclean cutting boards. Etc | |
| **Performance Criteria:** | * 1. Establishment policies and procedures are followed and implemented as required   2. Local and national legislative regulations are followed and implemented as required   3. Consequences of non-compliance of legislation can be clarified   4. Safety and security forms and protocols are completed as required by the establishment, local and national legislation standards   5. Food service hygiene standards comply with local legislation and establishment policies   6. React and manage an emergency situation in a restaurant environment as per local legislation and establishment procedures | | |

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| **Competency 2: Demonstrate Professional Behaviour Appropriate to the Hospitality and Tourism Industry** | | | |
| **Range:** | Applies to hospitality workers in the food and beverage sector, the characteristics and benefits of excellent guest service, the impact of behaviours, interpersonal skills and team working in creating a work environment that is conducive to providing professional customer service. | | |
| **Related Tasks from Occupational Profile:** | **Task A1:** Maintain personal hygiene | **Task A2:** Maintain presentable and professional appearance | **Task C9:** Apply restaurant operational policies and procedures |
| **Performance Criteria:** | * 1. Establishment dress code is maintained daily (including uniform, jewellery, and grooming etc)   2. Communication with guests and co-workers is conducted in an articulate and professional manner   3. Time is managed according to the establishment requirements and standards   4. Participate in teams and co-operate with colleagues to ensure service standards are maintained   5. Display non-discriminatory behaviour towards staff or guests   6. Communicate and interact with guests and co-workers from diversified background and context | | |

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| **Competency 3: Complete Guest Bookings and Prepare Food and Beverage Facilities** | | | |
| **Range:** | Applies to hospitality workers developing and implementing technical skills to take guest bookings and prepare a range of food service styles found within the hospitality industry, including but not limited to fine dining, buffet and fast food service establishments. | | |
| **Related Tasks from Occupational Profile:** | **Task B1:** Prepare business 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 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 B8:** Take bookings and register on the reservation system/book | **Task B9:** Prepare reserved tables for service | **Task C7:** Recognize the correct standard of service and service style within key hospitality organizations including Formal dining, Casual dining, fast dining, Buffet dining |

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| **Performance Criteria:** | 1. Establish ambience according to the style of the establishment and standards 2. Design setting and organise tables and chairs in the style of the restaurant 3. Design and organise table setting (e.g. cutlery, crockery, glassware, arrangements, candles, menus, napkins, accompaniments etc) in the style of the restaurant, and service type 4. Manage stock levels of items directly related to the service and dining experience (e.g. cutlery, crockery, glassware, arrangements, candles, menus, napkins, accompaniments, etc.) in the style of the restaurant, and service type 5. Manage restaurant booking system according to establishment practices 6. Organise tables according to guest booking numbers per table |

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| **Competency 4: Manage Guests Upon Arrival** | | | |
| **Range:** | Applies to all guests entering the restaurant whether booked or walk in. | | |
| **Related Tasks from Occupational Profile:** | **Task B7:** Give guests accurate information regarding menu items, ingredients, specials , price | **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 C1:** Demonstrate awareness of various menu styles |
| **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 C8:** Comprehend the importance of giving guests accurate information regarding menu items, ingredients, specials, price | **Task D1:** Greet guests according to best practice standards in line with business/ brand standards | **Task D2:** Escort guests to table using a person-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/brand standards | **Task D5:** Start with taking beverage orders |

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| **Performance Criteria:** | 1. Welcoming guest into establishment in a warm, friendly and professional manner 2. Seating guests appropriately according to establishment and common best practices (appropriate protocol) 3. Communicate services and menu information accurately and professionally 4. Providing pre-service options effectively as per establishment requirements in a timely manner 5. Transferring relevant information accurately between guests, team members and other departments accurately |

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| **Competency 5: Provide Beverage Service to International Industry Standards** | | | | |
| **Range:** | Applies to hospitality workers in a variety of workplace settings and service styles. To prepare and serve alcoholic and non-alcoholic beverages. | | | |
| **Related Tasks from Occupational Profile:** | **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 |
| **Performance Criteria:** | 1. Knowledge of beverage products and service styles are explained 2. Beverages are prepared according to business/brand standards and internationally accepted practices. 3. Service of beverages according to role is applied to business/brand standards 4. Food and beverage matching options can be explained and communicated to guests 5. Equipment used in beverage preparation and service is used and maintained hygienically and safely 6. Legislation of beverage service and consumption is explained and applied | | | |

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| **Competency 6: Provide Food Service to International Industry Standards** | | | | |
| **Range:** | Applies to hospitality workers in a variety of workplace settings and service styles. To take orders and serve food (menu) items | | | |
| **Related Tasks from Occupational Profile:** | **Task F1:** Take orders manually/electronically | **Task F2:**  Assist guest selection and suggested/upselling | **Task F3:**  Repeat and reconfirm the order | **Task F5:** 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:** Displays a professional, confident and informative approach to the service of food and beverages |
| **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 |
| **Performance Criteria:** | 1. Professional etiquette and communication with guests is in accordance with establishment and industry standards for the duration of the service provision 2. Menu knowledge, styles and service methods can be explained 3. Dietary requirements can be explained, and allergenic ingredients identified 4. Up selling skills to increase guest spend can be demonstrated 5. Food orders are taken accurately and delivered to the bar/kitchen in accordance with establishment and industry protocol 6. Delivery of menu items to tables and guests as per menu style is in accordance with establishment and industry standards 7. Table setting is adjusted as needed according to menu items selected when necessary 8. Ability to monitor flow of service, promptly resolve delays or deficiencies in service, and advise or reassure guests is demonstrated 9. Guest feedback is sought at the appropriate times as per business/brands and industry standard 10. Tables are cleared and cleaned as per establishment standards and requirements. 11. Payments are received and handled according to establishment procedures and practices. 12. End of shift duties are performed according to establishment protocols and procedures. | | | |