

Role of a Food and Beverage Waiter

Role of a Food & Beverage (F&B) Waiter

Key responsibilities, skills, and best practices for delivering excellent service.

1. Core Responsibilities

Area	Primary Tasks	Why It Matters
Guest Greeting & Seating	• Welcome guests promptly • Verify reservation details • Escort to appropriate table and present menus	Sets the first impression and establishes a welcoming atmosphere.
	• Memorise menu items, ingredients, allergens, and preparation methods	Enables confident recommendations and safe service for guests with dietary restrictions.
Menu Knowledge	• Know daily specials, promotions, and wine/beer pairings	
Order Taking	• Confirm guest preferences (e.g., doneness of steak, side choices) • Repeat orders back for accuracy • Input orders into POS system correctly	Reduces errors, speeds kitchen communication, and improves guest satisfaction.
	• Deliver food and beverages promptly and correctly	
Service Delivery	• Observe proper plating and temperature • Offer refills, condiments, and additional items proactively	Maintains food quality, enhances the dining experience, and maximises revenue.
Table Maintenance	• Clear used dishes discreetly • Keep table settings clean and organized	Creates a tidy environment and signals attentiveness without being intrusive.
	• Monitor glassware and napkin levels	

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Area	Primary Tasks	Why It Matters
Billing & Payment	• Present the check accurately • Process cash, card, or digital payments securely • Thank guests and invite them back	Final touchpoint that influences overall perception and repeat business.
Collaboration	• Communicate clearly with kitchen staff, bar, and fellow servers • Report any issues (e.g., missing items, guest complaints) promptly	Ensures smooth operation and quick resolution of problems.

2. Essential Skills & Competencies

Skill	Description	How to Develop
Product Knowledge	Deep understanding of menu, ingredients, preparation, and beverage pairings.	Regular tastings, menu briefings, and studying allergen charts.
Communication	Clear, courteous, and active listening with guests and team members.	Role-play scenarios, practice repeating orders back, use positive body language.
Attention to Detail	Spotting missing items, correct plating, and guest cues.	Checklists, mindfulness exercises, double-checking orders before sending.
Time Management	Prioritising multiple tables, balancing service speed with quality.	Use a "service timeline" board, practice batching tasks (e.g., clearing multiple tables at once).
Problem Solving	Handling complaints, special requests, or unexpected issues calmly.	Study common scenarios, learn the restaurant's escalation protocol.
Physical Stamina	Ability to stand, walk, and carry trays for long shifts.	Regular stretching, proper lifting techniques, stay hydrated.
Salesmanship	Suggestive upselling of appetizers, desserts, and drinks.	Learn key selling phrases, understand profit margins, practice subtle prompts.

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3. Service Flow (Step-by-Step Guide)

1. Pre-Shift Preparation

- Review reservation list and special notes.
- Check station: clean tableware, stocked condiments, functional POS.
- Brief with the team on menu changes and any guest allergies.

2. Guest Arrival

- Greet with a smile, confirm reservation, and offer to store coats.
- Escort to table, pull out chairs, present menus, and introduce yourself.

3. **