

Role and Responsibilities of a Food and Beverage Waiter

Role & Responsibilities of a Food and Beverage (F&B) Waiter
(Designed as quick-reference study notes)

1. Core Purpose

- Guest-focused service** – ensure every patron enjoys a seamless, pleasant dining experience.
- Brand representation** – act as the face of the restaurant, reflecting its standards, style, and values.

2. Pre-Shift Preparation

Task	Details
Uniform & Grooming	Clean attire, name tag, polished shoes, appropriate hair/beauty standards.
Station Setup	Arrange tables: napkins, cutlery, glassware, condiments, menus, and any promotional material.
Menu Mastery	Review daily specials, ingredient changes, allergens, and beverage list (wine, cocktails, non-alcoholic).
Reservation Review	Check bookings, special requests, and seating plans.
Safety Check	Verify that chairs, tables, and floor are free of hazards; confirm fire extinguishers and first-aid kits are accessible.

3. Guest Interaction Flow

Phase	Waiter Actions	Key Skills
Greeting	Welcome guests within 30 seconds, introduce yourself, offer to seat.	Warmth, eye contact, active listening.
Seating	Escort to table, pull chairs, present menus, mention specials, ask about dietary restrictions.	Mobility, attentiveness.

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Phase	Waiter Actions	Key Skills
Order Taking	• Confirm guest's order. • Explain menu items, suggest pairings. • Note allergies & preferences. • Repeat order back for accuracy.	Product knowledge, memory, clear communication.
Order Transmission	Input orders into POS promptly; double-check modifiers (e.g., "no onions").	POS proficiency, attention to detail.
Service	• Deliver drinks within 2 minutes of ordering. • Serve appetizers, main courses, and desserts in the correct sequence. • Refill water/glasses without prompting. • Check satisfaction after each course.	Timing, multitasking, observation.
Problem Solving	Address complaints (e.g., temperature, wrong dish) calmly; involve kitchen/manager when needed; offer alternatives or compensation per policy.	Conflict resolution, empathy.
Clearing & Resetting	Remove used dishes discreetly, keep the table tidy, reset for next course or guest.	Efficiency, respect for guest space.
Check & Payment	Present the bill promptly, explain charges if asked, process cash/credit accurately, thank guests and invite them back.	Numeracy, integrity.

4. Specific Responsibilities

4.1 Food Service

- **Portion control** – ensure correct plate size and garnish.
- **Temperature compliance** – hot dishes $>60^{\circ}\text{C}$, cold dishes $<5^{\circ}\text{C}$.
- **Allergen vigilance** – isolate and label items containing common allergens (nuts, gluten, dairy, shellfish).

4.2 Beverage Service

- **Wine service** – present bottle, verify label, open with proper technique, pour correctly (glass by glass or decanting).

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- **Cocktail preparation** – follow standard recipes, measure accurately, garnish appropriately.
- **Non-alcoholic options** – suggest mocktails, specialty coffees, teas.

4.3 Upselling & Cross-Selling

- Recommend add-ons (e.g., side salads, premium toppings) and pairings (wine-dish matches).
- Use suggestive language: “Our chef’s special today pairs beautifully with the