

WAITER|WAITRESS



Basic Job Description:

Take orders and serve food and beverages to patrons at tables in dining establishment.

Job Activities for: "Waiter and Waitress"

- 1) Performing for or Working Directly with the Public --**
Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- 2) Establishing and Maintaining Interpersonal Relationships --**
Developing constructive and cooperative working relationships with others, and maintaining them over time.
- 3) Communicating with Supervisors, Peers, or Subordinates --**
Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- 4) Handling and Moving Objects --** Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- 5) Identifying Objects, Actions, and Events --** Identifying information by categorizing, estimating, recognizing differences or similarities
- 6) Getting Information --** Observing, receiving, and otherwise obtaining information from all relevant sources.
- 7) Judging the Qualities of Things, Services, or People --** Assessing the value, importance, or quality of things or people.
- 8) Performing General Physical Activities --** Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing,

walking, stooping, and handling of materials.

9) Making Decisions and Solving Problems -- Analyzing information and evaluating results to choose the best solution and solve problems.

Knowledge, Experience, Education Required for: "Waiter and Waitress"

Customer and Personal Service -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Skills Needed for: "Waiter and Waitress"

1) Speaking -- Talking to others to convey information effectively.

2) Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

3) Service Orientation -- Actively looking for ways to help people.

4) Social Perceptiveness -- Being aware of others' reactions and understanding why they react as they do.

5) Coordination -- Adjusting actions in relation to others' actions.

6) Reading Comprehension -- Understanding written sentences and paragraphs in work related documents.

7) Instructing -- Teaching others how to do something.

8) Learning Strategies -- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

9) Critical Thinking -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.