

**BACCALAUREAT TECHNOLOGIQUE
OPTION: RESTAURANT**

SUJET 9

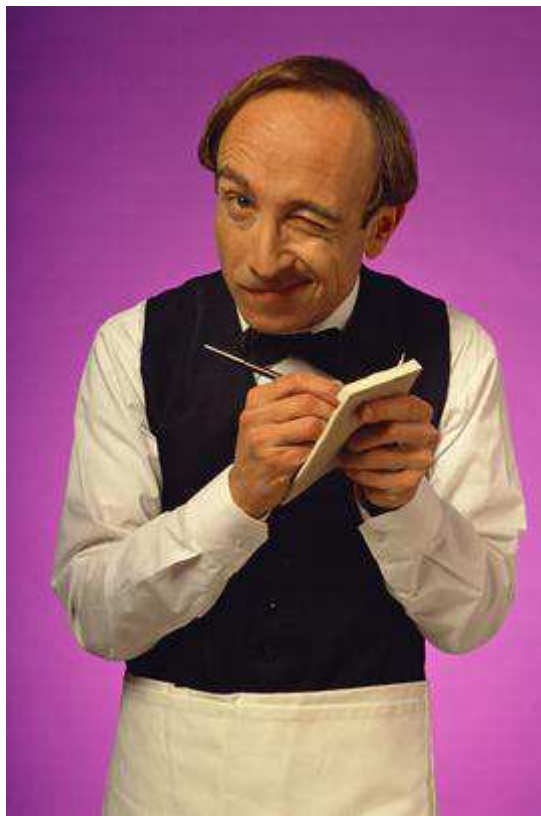
EPREUVE ORALE:

Durée de l'épreuve: 30 minutes

Préparation: 15 minutes

Prise de parole: 15 minutes

Comment on the following picture
Describe the waiter/waitress's job and his/her skills



SOME CLUES TO MAKE YOUR COMMENT ON THE TOPIC

I) The waiter's skills

Customer Service Oriented

A waitress is the main interaction between the customer and the restaurant, which is why good customer service skills are important. This means being able to be personable, friendly and always willing to help the customer.

Coordinated and Multitasking

Coordination and the ability to multitask are two skills important for waitressing. For coordination a waitress is expected to do many physical tasks such as carry trays of food and multiple drinks. With multitasking they must be able to do these things while taking orders from new tables, putting orders in to the kitchen and cashing out customers

Tolerant and Patient

Tolerance and patience are skills required when dealing with customers and the hectic environment of running a busy restaurant. For example if you have a rude customer, you still must be able to tolerate him and put a smile on your face. Another example is working together with the other workers including the cooks, hostesses and managers as between these areas you will have mix ups and a waitress must be patient and not allow mistakes to deter her from her customers.

Memorization

Memorization is another important skill for a waitress, as much of her job requires it. While waitresses can write down orders, they also need to remember additional customer requests, faces to go with orders, drinks for each customer and the restaurant's menu and specials. A very personable waitress might also take on the task of learning and memorizing her customers' names too.

Mathematically Inclined

Having good math skills is a basic necessity for a good waitress. While restaurants might supply cash registers and computers to do a lot of the math, waitresses are still in charge of exchanging the actual money so they need the ability to count change. Waitresses may also have to add up bills or split them up between tables on their own as well as factor in gratuity for their tips and split their tips between other employees at the end of a shift.

Read more: http://www.ehow.com/info_8504818_skills-waitress.html#ixzz2xUiqc7sG

II) The waiter's job

The First Contact

It is important that a waitress approach a newly sat table promptly. It takes only a few minutes for customers to begin fidgeting and getting angry if someone does not acknowledge their presence. If a waitress is in the middle of taking an order or running something to a table, she should take the first opportunity just to stop by the new table and say, in a pleasant tone, "I will be with you shortly."

The Drink Order

The first order a waitress usually takes is a drink order. She usually puts something down on the table to indicate to other servers that the drink order has been taken. Depending on the individual restaurant's procedure, this may mean putting down coasters or a cocktail napkin in front of each person at the table. This is especially important if a section of tables are being worked in pairs or teams. Having more than one server ask for a drink order causes patrons to feel the service is unorganized and tends to irritate them.

The Food Order

When the waitress returns with the drinks, she should then take the food order. This gives the customers a moment to review the menu and decide what they want or to come up with questions about meals that interest them. Depending on the restaurant's policy, you may make

recommendations or offer appetizers. Once the waitress takes the table's order, she takes their menus out of the way. She then places the order with the kitchen promptly.

Delivering the Food

You should follow the serving etiquette of your restaurant when bringing food to the table. Some higher end restaurants require waitresses to use a tray for any item being brought to tables. Some more casual dining establishments allow servers to bring items in their hands.

Bringing the Check

When a diner has finished their meal, the waitress should clear the empty plate away and ask if there is anything else they require. If not, she should present the check along with instructions on how to pay. Some restaurants have a cashier that collects the patrons' money, so you point them in the correct direction to pay. Sometimes the waitress processes the payment, she indicates this by saying, "I will be your cashier."

http://www.ehow.com/list_6822472_standard-operating-procedures-waitresses.html#ixzz2xUm0pp1X

Most restaurant employees are dedicated professionals who want to provide guests with the great service and food they deserve.

It is important to establish rules of conduct that let cooks and servers know how what they are expected to do in their jobs.

Some rules of conduct ensure the safety of the food kitchens produce, while others prevent the front of house from doing anything that detracts from the experience you're trying to create for your customer.

Warm Welcome

Hostesses and other front-of-house staff must greet each customer warmly, even if a customer asks for a table for one.

Hostesses should not refuse to seat incomplete parties and should put effort into describing specials instead of reciting them in monotone.

Professional Interaction with Fellow Employees

Employees must conduct themselves in a manner that won't disrupt the operation of the restaurant. Further, employees are not allowed to be insubordinate to managers or other supervisors. These kinds of interactions can create an unpleasant atmosphere in the restaurant, even if they're not witnessed by customers.

Dealing with Customer Complaints

No matter how hard you try to prevent them, a customer will have a complaint at some point. When this happens, the employee should try to accommodate any reasonable customer request. Employees of the Sunny Point Café in West Asheville, North Carolina are urged to involve a manager in every instance in which a customer complains. This notification allows the manager to step in, if necessary, to handle a problem. Additionally, managers can revisit procedures once the customer is gone to determine whether any aspects of service must be changed.

Kitchen Standards

Chefs and their assistants must conduct themselves in such a manner that both customer and employer are happy. The kitchen must be clean at all times and must adhere to all food safety standards, even during busy services..