

УДК 811.111

**WAITER AS ONE OF THE MOST POPULAR AND DEMANDED  
PROFESSIONS**

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*В статті розглядаються основні вимоги до роботи кваліфікованого  
офіціанта, а також важливість цієї професії сьогодні.*

***Ключові слова:** ресторанний бізнес, офіціант.*

*The article deals with the basic requirements for the work of a qualified waiter, as well as the importance of this profession today.*

**Keywords:** *restaurant business, waiter*

Contrary to popular belief, working as a waiter is not as simple as it seems at first sight. Without skills and a certain amount of talent to work in a catering facility will not work. Conditionally, all waiters can be divided into two categories: young people, often students who want to earn some money. They do not have experience and knowledge, most of them in the profession do not stay long. Professional waiters - these are people who made their choice consciously. They strive to improve their skills, learn extra and often go for promotion. Every good restaurant, pub or cafe has its own chips, so the working style of the staff can vary significantly. Accordingly, the requirements for waiters also differ, and they are informed about this when they are hired. Waiter is a profession in many ways creative. On how he serves the client, will find an approach to him, the right emphasis in describing the menu, depends on the profit of the institution and the size of the tip of the employee [1].

Many cafes and bars often take young people without education, teach them the basics of the profession directly at the workplace and let them out into the hall for visitors. Most often these employees do not work long, so there is a turnover, which is trying to eliminate the recruitment of new inexperienced workers. Service in such institutions is usually mediocre. Therefore, more respectable restaurants prefer to hire people who have already received the necessary theoretical knowledge and practice in catering establishments [2].

The functions performed by the waiter at the workplace are specified in his job description. It is formed depending on the size of the restaurant, specifics of the

establishment and the category of the employee. The main duties of the waiter are as follows: quickly receive orders from visitors and transfer them to the bar or kitchen;

advising guests on drinks and dishes, the ingredients used and the time required to prepare them;

serving ready-made meals on the table;

cleaning of used cutlery and crockery before serving the next course and after customers leave;

counting visitors, receiving money from them and giving them change, if necessary, settling at a bank terminal.

In addition, the waiter's job is to change tablecloths, set tables before guests arrive, help decorate the hall before the solemn event. To perform these functions, the waiter must know:

Table setting rules depending on the event (friendly dinner, banquet, tabloid, coffee break, etc.).

Menu composition and wine list. When placing an order, the client often listens to the waiter's advice on certain dishes.

In addition, knowledge of all ingredients used in the preparation is necessary if the guest is allergic to any foods.

The best combination of products, particularly drinks and dishes.

Pricing principles in the establishment. Prices for some dishes are set according to weight, others are priced in portions. The visitor should not get into an uncomfortable position, and in this case his assistant - the waiter.

Usually the waiter is assigned several tables in the institution, although in a small cafe he can serve all visitors alone. If the restaurant is planning a banquet or other celebration with a large number of guests, it may be served by several employees, among whom are distributed responsibilities [3].

To make a conclusion, we can say that the profession of waiter – is one of the most popular profession not only for young people, but for adults too. Like any other profession it has some specific sides, its advantages and disadvantages. There

are some certain rules which professional waiter needs to know. Generally a qualified waiter must use tolerance and manners when speaks to customer. This job gives you a lot of experience and boosts up your communication skills. Today this work is the best startup for young people.

### **Література:**

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2. «333 хитрости ресторанного бизнеса», Олег Назаров;
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