

Waitron

The work

Whereas waitron work was traditionally seen as a casual job, it is increasingly becoming recognised as a career.

So it should be, as the waitron plays a key role in any food serving establishments, working in direct and constant contact with customers. They are responsible for service of all foods and, in the absence of a wine steward, drinks. They set up dining areas, serve meals and clear away, working closely with the kitchen, bar and reception staff to ensure the customers' needs are met.

In some establishments, the waitron is expected to take orders, serve and clear in an efficient and friendly manner. In more exclusive restaurants the waitron is also expected to recommend dishes and wines to guests and have a good knowledge of the dishes' composition and preparation.

The person

Waitrons must be welcoming, friendly, polite and helpful, in fact, be totally service oriented. They must be tolerant or and have the ability to deal with difficult customers. A sense of urgency, and an ability to work under pressure, and in a team, is essential. Physical fitness is essential to endure hours of standing and walking during service times.

Appropriate national qualifications and learnerships

These qualifications are offered in industry, by some Technical Colleges, and by private training institutions:

Qualification	Learnership	NQF level
National Certificate in Food and Beverage Service	National Certificate in Food and Beverage Service	4

