

# Waiter Core Basics for delivering a great service

The recipe to becoming a good waiter, you already possess. It lies in the core values we all have as human beings and the exact things you cherish when out dining is the same as we all appreciate, including our customers, so let us have a look at what that is.

## A smile :-)

A smile is the most basic form of communication and transcends, race, religion, age, sex and even language, a smile simply tells the world that you are approachable and want to spread positive energy.

## Positive energy

How do you give someone positive energy?

You do it through positive body language, which starts with a smile, but will grow through a friendly and polite welcome, it comes with subtle eye contact, a positive and kind tone in your voice at a volume and pace that is reassuring. As you provide the answers to the questions your customers ask, you show that you care.

## Caring

How do we show our customers that we care?

When we take their order, we ask about personal preferences for drinks and how they would like their steaks cooked. We recommend dishes, drinks, or promotions based on the feedback you have heard from other customers or from your own personal experiences.

We establish allergies, listen attentively and then repeat orders to ensure we understand, and when we serve those dishes, we ensure the right person, gets exactly what they ordered.

We show customers that we care when we check back to ensure that they are enjoying their meal and take that opportunity fill their glasses with water or wine. As we clear away the dirty side plate we offer to get them another drink from the bar. If they are not happy then the first thing you do is apologize, even if it is not your fault, being sincere in your tone of voice, body language and eye contact and then inform them that you will fix this immediately.

## All of this comes from one word, ATTITUDE

Customers will forgive slow service, they will even forgive you if you forget something, drop something, serve the wrong item, there are numerous ways we can mess up, believe me I know, because chances are, I have done it. The one thing a customer will never forgive or forget, is a negative or bad attitude. Attitude is a personal choice, one we choose to make every day and will come across in every encounter, in every situation that we have and with every human being we meet...it is one YOU must make, no one can make you have a good or a bad attitude.



## So, the steps of service are simple

Greet each customer with a warm welcoming smile and a professional but pleasant acknowledgement, you chose.

Take a drink order and serve

Take their food order and serve

Check back after a couple of minutes and make sure they are enjoying their meal

Offer additional items

Once they have finished asked how they enjoyed their meal whilst clearing their plates

Repeat this for each course

Before they leave, thank them for dining with us and wish them a pleasant onward journey and hope that you get the opportunity to serve them again next time they are on board.

Take each customer and treat them as though they were family

That we order with the chef what the customer ordered with you

That you always work with a spring in your step

Learn how to carry three plates

Learn the menu

Learn some basic information about the wines that you are serving

Learn to prioritize your work so that everyone feels that you are taking looking after them and that they have not been forgotten, even if it means you approach them and simply let them know that you understand they may have been waiting but that you will be with them real soon.

Care so much about your customer that when they leave, they thank you before you thank them!

It is all about how we make our customers feel.

The recipe for becoming a great waiter is for another story!