

Accor professions guide: Waiter - Waitress



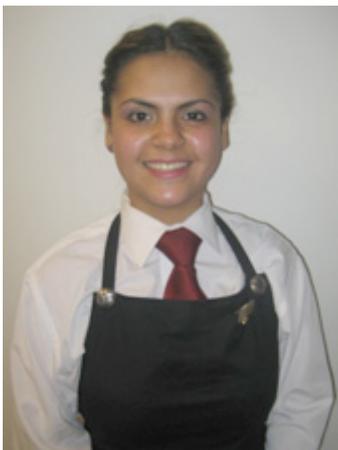
What exactly does my mission involve?

- Welcome the customer warmly and help them make choices
- Provide attentive service adapted to the customers demands
- Serve the dishes and remove plates, glasses, dishes and cutlery
- Prepare for the following customers
- Participate in tidying and cleaning the dining room

Apply on line for the waiter - waitress positions

This profession exists...

in restaurants of all Group hotels around the world.



Testimony of Frida Tifak, waitress at the Sofitel Chicago Water Tower

"I graduated from Hotel & Tourism. My dream was to work at a Five star hotel, and it came true. I started working as trainee and waitress at the Bakery of Pullman Khon Kaen Raja Orchid, I am proud to be a part of the team and I am happy to serve the guests with warm hospitality. In 3 years, I have learned in details about cakes, pastry, tea and coffee. I am dedicated and I fully embrace the Pullman concept "Get Closer"."

Good with people and self-assured
Welcoming and helpful
Attentive to details and quality
Commercially minded
Good presentation and well spoken
Good listener
Reactive
Dependable and organised
Good team worker

Customer Relations

Listen to the customer and respond to their expectations
React to customer remarks (positive and negative)
Carry out inventories

Taking orders and serving

Take the customer's order (food and drinks)
Announce and transmit the order to the kitchen
Participate in customer service
Handle and check invoicing and payment operations
Clear and re-set the tables

Welcome

Welcome and accompany the customer
Present the restaurant menu
Help the customer to choose

Set up

Clean storage areas
Check crockery, cutlery and glassware
Set tables
Set up service trolleys

Restaurant vocational training
Working English
First experience in a customer contact context
Accessible to beginners

Head waiter(tress)
Maître d'hôtel (m/f) (depending on structure)
Reception (after training)
Culinary professions (after training)
International mobility