

## YOUR ROLE IN THE HOSPITALITY INDUSTRY

The key “players” in the hospitality industry are:

- The **guest** (tourists or local person)
- The **service provider** (restaurant/hotel)
- The **server** = you!

Therefore, as you can see, you have a vital role to play. Without you, no guest satisfaction will be possible and the restaurant will struggle to survive and make a profit. The service you offer will help the restaurant where you work to make an income and keep open. This means that your job security and income are directly matched to the level of service you provide to keep your guests happy.

### Restaurant

A restaurant is a retail establishment that serves prepared food to customers. Service is generally for eating on premises, though the term has been used to include take-out establishments and food delivery services. The term covers many types of venues and a diversity of styles of cuisine and service. Restaurants are sometimes a feature of a larger complex, typically a hotel, where the dining amenities are provided for the convenience of the residents and, of course, for the hotel with a singular objective to maximise their potential revenue. Such restaurants are often also open to non-residents. Restaurants range from modest lunch or dining places catering to people working nearby, with simple food and fixed menu served in simple settings at low prices, or expensive establishments serving expensive speciality food and wines in a formal setting.

### The function of a Restaurant

The function of any restaurant and bar may be summarised as follows:

1. To provide food and beverage, served attractively fulfilling customer expectation.
2. To provide a nice environment where guests can enjoy the food and drinks.
3. To make a profit.

### Types of Restaurants

Restaurants often specialize in certain types of food or present a certain unifying, and often entertaining theme. For example, there are seafood restaurants, vegetarian restaurants or ethnic restaurants. Generally, restaurants selling “local” food are simply called restaurants while restaurants selling food of foreign origin are named according to the origin of the food they offer. For example: a Chinese restaurant or French restaurant.

### Cafeterias

A cafeteria is a restaurant serving mostly cooked or ready to eat food arranged behind a food serving counter. There is little or no table service. Typically, a patron takes a tray and pushes it along a track in front of the counter. Depending on the establishment, servings may be ordered from attendants, selected as ready-made portions already on plates, or self-serve of food of their own choice.

# Training Manual For Waiters

**Lei Shi**



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