



UNIT 6

HOW CAN I BECOME GOOD WAITER ASSISTANT?

PARTICIPANT'S MANUAL

BLOCK 2: JOB OPERATIONS AND SUPPORTING ICT TOOLS



Consortium



Number project: 2017-1-ES01-KA202-038574

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Pictograms' author: [Sergio](#)
Palao Origin: [ARASAAC \(http://arasaac.org\)](http://arasaac.org) Licenses: [CC \(BY-NC-SA\)](#) Property: [Aragon Government](#)

**INCLUSIVE
TOURISM**



HOW CAN I BECOME GOOD
WAITER ASSISTANT?

List of contents

1. Introduction
2. Objectives of the unit
3. Structure of sessions.
4. Face to face sessions.
5. Conclusions

Co-funded by the
Erasmus+ Programme
of the European Union



INCLUSIVE
TOURISM

1. INTRODUCTION



Introduction

Service assistance is one of areas in which **people with disabilities** have **great potential and capabilities**.

Because the area of the service is very wide, for each PwD with appropriate support can be found tasks through which he is **successful and efficient**.

The logo for Inclusive Tourism is contained within a white circle with a teal border. The text "INCLUSIVE" is on the top line and "TOURISM" is on the bottom line. The letter "S" in "INCLUSIVE" is a large, stylized teal letter that overlaps the "I" in "TOURISM".

INCLUSIVE
TOURISM

Introduction

Main tasks of waiter assistant is **to assist waiter** to **prepare** place for serving, take food and beverage **orders**, efficiently **serve** food and beverages to customers, attend to customers needs and **clean** after guests leave.

Waiter assistant is working with people so he also must have **good social and communication skills**.

The logo for Inclusive Tourism is located in a white circle on the right side of the slide. It consists of the words "INCLUSIVE" and "TOURISM" stacked vertically. The letter "S" in "TOURISM" is stylized, with a blue outline and a white fill, and it overlaps the "I" in "INCLUSIVE".

INCLUSIVE
TOURISM

Introduction

This sessions attention is to build a set of supportive materials that can improve the learning and practical working of people with disabilities, in the area of **servicing in a restaurant**, and consequently contribute to a better socio-professional integration.



INCLUSIVE
TOURISM

2. OBJECTIVES OF THE UNIT



Objectives of the unit

- Acquire knowledge of the roles and responsibilities of the waiter assistant.
- Gain knowledge of work tools and accessories required for work as waiter assistant.



Objectives of the unit

- Acquire knowledge of the procedure for the development of the different tasks of the waiter assistant occupations.
- Acquire knowledge about health and safety at the waiter assistant occupations.

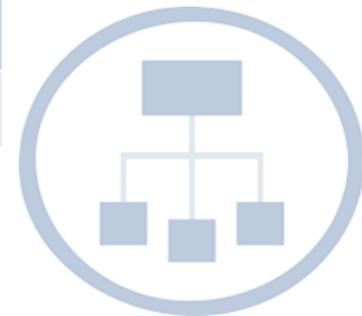


3. STRUCTURE OF SESSIONS



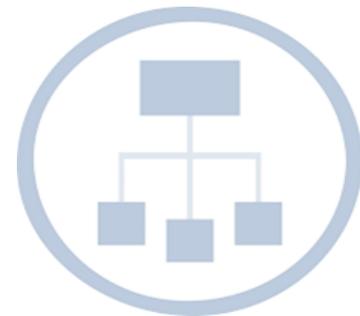
FACE TO FACE SESSIONS

NUMBER OF SESSION	CONTENTS
1	Introduction, good practices, specific skills
2	Health and safety, responsibilities and functions
3	Social commitment
4	ICT tools
5	Global operations
6	Step by step: preparation and planification of each operation (1) – Preparation of working space
7	Step by step: preparation and planification of each operation (2) - Serving
8	Step by step: preparation and planification of each operation (3) - Catering
9	Ethic/Specific strategic communication



ONLINE SESSIONS

NUMBER OF SESSION	CONTENTS
1	Tasks planification through the ICT Tools for supporting employment. <i>Online games in educaplay are added, to repeat what we've learned.</i>
2	Preparation of specific tasks through ICT Tools for supporting employment. <i>Online games in educaplay are added, to repeat what we've learned.</i>



4. FACE TO FACE SESSIONS



SESSION 1

AGENDA



**INCLUSIVE
TOURISM**

Co-funded by the
Erasmus+ Programme
of the European Union



- 1. Professional profile – waiter**
- 2. Specific skills for waiter assistant**
- 3. Evaluation**

**INCLUSIVE
TOURISM**



Ice-breaker „Candy“

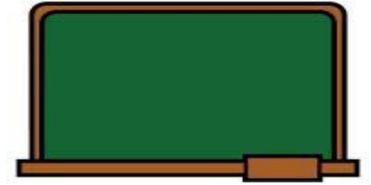
SESSION 1



1.1 PROFESSIONAL PROFILE – WAITER

Professional profile – waiter

Waiter assistant



Brainstorming

- Who is a waiter?



Professional profile – waiter

Waiter assistant

WAITER

Waiter is a person who **works in a restaurant, tea – rooms, cafes, pizzerias, ...**



Waiter **takes orders** and **delivers** drinks and food to customers.

Professional profile – waiter

Waiter assistant

Waiter is usually the first person who **greet customers**, than **take orders** and relay them to kitchen and bar staff. He also determine method of payment, and **prepare bills** and **clean up tables** after customers leave.

WAITER ASSISTANT

Waiter assistant **helps waiter with all the tasks**



SESSION 1



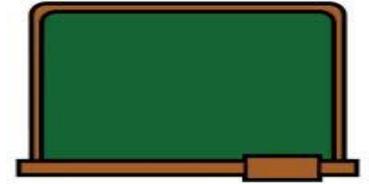
1.2 SPECIFIC SKILLS FOR WAITER ASSISTANT

Professional profile – waiter

Waiter assistant

Discussion

- What skills does a person need to be a good waiter assistant?
- Which of these skills do you identify in yourself?
- Which skills you need to develop to become a good professional?



Professional profile – waiter

Waiter assistant

Waiter should or should not ...

- Maintain personal hygiene at work.
- Waiter should be good at arts.
- Maintain clean surfaces and inventory.
- Waiter must be good looking and attractive.
- Waiter cooks the meals, which are served later.
- Follow basic rules for daily work.
- Prepare the working area.
- Prepare the place for the guests.
- Make menu recommendations, answering questions ...



Professional profile – waiter

Waiter assistant

Waiter should ...

- Recognize and use machines.
- Organize all the work in a bar or a restaurant.
- Communicate with coworkers.
- Communicate with guests.
- Act in accordance with the basics of safe work.
- At work, the principles of teamwork are adhered to.
- Choose the order instead of costumers.
- Take customers orders and delivering food and beverages.
- Greet customers.

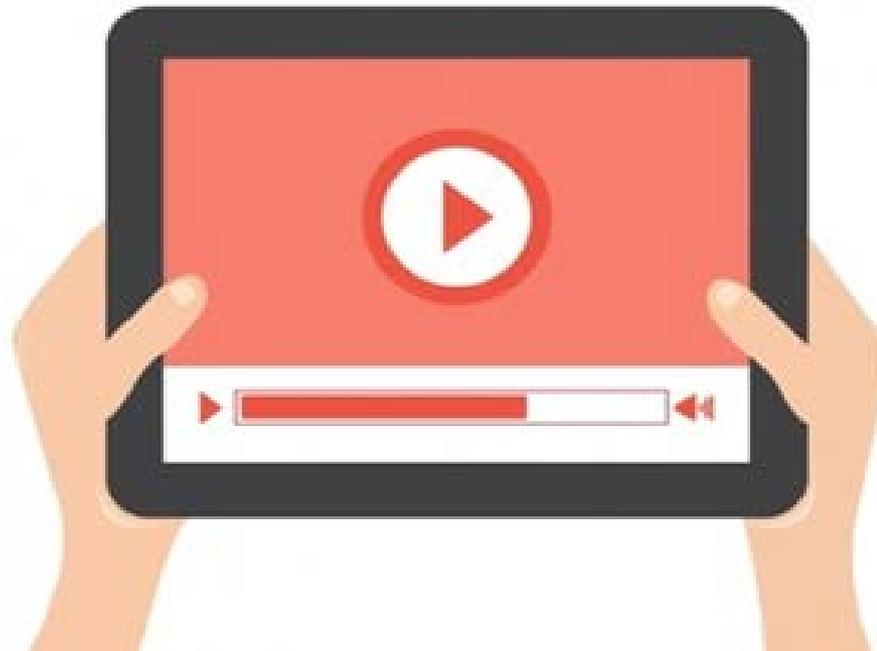


Professional profile – waiter

Waiter assistant

Watch the following video!

Video: The Most Important Skills
For A Waitress or Waiter



Professional profile – waiter

Waiter assistant

Watch the following video!

Video: Quality Service Skills



Break



Specific skills for waiter assistant

Waiter assistant

Watch the following video and discuss!

Video: Our work



Specific skills for waiter assistant

Waiter assistant

Watch the following video and discuss!

Video: Trainer

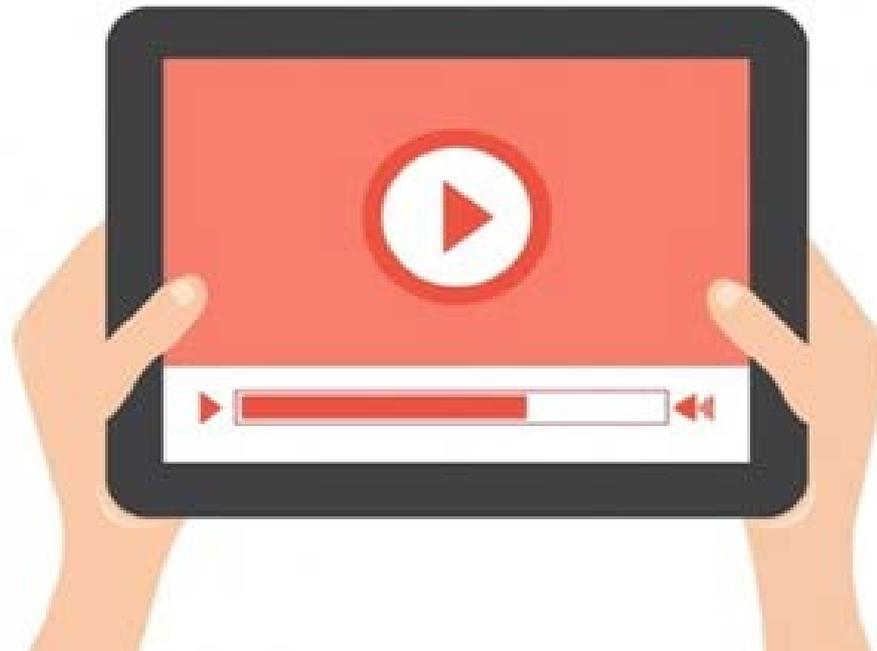


Specific skills for waiter assistant

Waiter assistant

Watch the following video and discuss!

Video: Waiter training

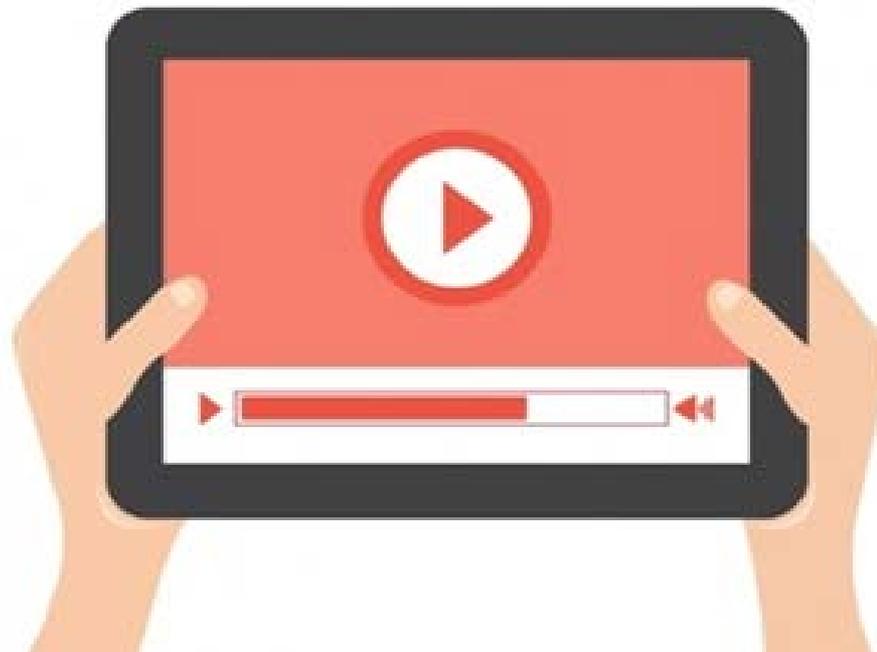


Specific skills for waiter assistant

Waiter assistant

Watch the following video and discuss!

Video: Restaurant training



Specific skills for waiter assistant

Waiter assistant.

Going for a coffee



SESSION 1

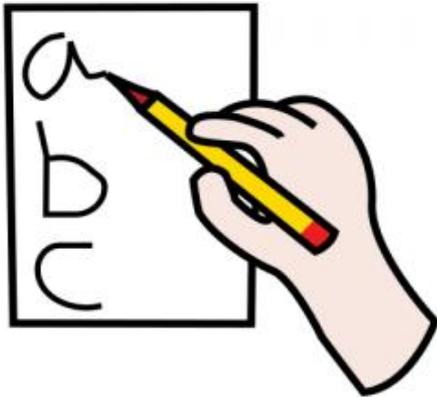


1.3 EVALUATION

Specific skills for waiter assistant

Waiter assistant

"Personal and professional profile; Rules and responsibilities of waiter



SESSION 2

AGENDA



**INCLUSIVE
TOURISM**

Co-funded by the
Erasmus+ Programme
of the European Union



- 1. Review of the contents of session 1**
- 2. Health and safety**
- 3. Rules and responsibilities**
- 4. Evaluation**

Ice-breaker

Circle untangle



SESSION 2



2.1 REVIEW OF THE CONTENTS OF SESSION 1



**What do you
remember from
the previous session?**

SESSION 2



2.2 HEALTH AND SAFETY

Health and safety

Waiter assistant

Introduction



- *What do you see on pictures?*
- *What are differences?*

Health and safety

Waiter assistant

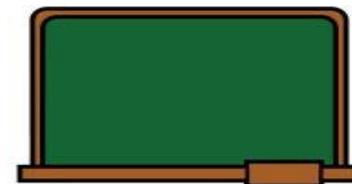


Introduction

Hygiene is the science that deals with the **promotion and preservation of health**. It is also the application of scientific knowledge to the **preservation of health and prevention of the spread of disease**.

Health and safety

Waiter assistant



Discussion

- Why is hygiene important at work?



PERSONAL HYGIENE - WAITER

- Waiter should understand that health and personal hygiene are very important when working with drinks and guests.
- Waiter should be showered and have to have cut and cleaned nails.
- Waiter should have washed hair, cut and groomed beard.



PERSONAL HYGIENE - WAITER

- Waiter should wear fresh underwear and clean clothes.
- In case of sweating or dirt, clothes should be changed.
- Before going on toilet, apron should be taken off.
- Waiter should wash and disinfect hands before starting the work.



Health and safety

Waiter assistant

PERSONAL HYGIENE - WAITER



- Wash hands after cleaning, touching the nose, mouth, ears... or use of the toilet.
- Wear a clean apron.
- Wear closed-in shoes to protect feet, in case of hot spills or breakages.
- Waiter should keep surfaces clean.
- Long hair should be tied.

Washing hands



Break



SESSION 2



2.3 RULES AND RESPONSIBILITIES

Rules and responsibilities

Waiter assistant

MAIN SAFETY ISSUES



- Exposure to cleaning products and other chemicals.
- Musculoskeletal injuries from standing for long hours, working in awkward positions, or performing repetitive manual tasks.
- Lifting or carrying heavy trays or other objects.
- Noise exposure.

Rules and responsibilities

Waiter assistant

MAIN SAFETY ISSUES

- Slips, trips and falls.
- Stress.
- Dealing with difficult or potentially violent customers.
- Long hours of work or extended workdays.
- Working alone, including working alone with money.
- Cuts from handling broken glassware.
- ...



Rules and responsibilities

Waiter assistant

SAFE LIFTING TECHNIQUES

- We must use the **cleaning trolley** to carry heavy loads.
- In the case of not having a trolley, we must follow the rules of prevention of risks, avoiding to carry a lot of weight.



Specific skills for waiter assistant

Waiter assistant

Watch the following video and discuss!

Video: Safe lifting techniques



Rules and responsibilities

Waiter assistant



MAIN HEALTH ISSUES

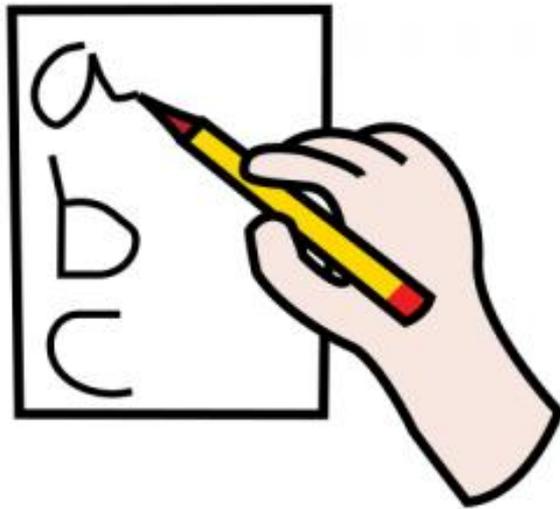
- Waiter should know the most frequent symptoms of infectious diseases (f.e. high temperature, diarrhoea, cough, ...)
- Wounds should be protected.
- The leftovers should be thrown in to appropriate bin.
- Any food or drink that falls on the floor should be washed or discarded.
- Waiter should know where the smoking point is.
- ...

SESSION 2



2.3 EVALUATION

Health & safety; Knowledge of working tools and accessories



SESSION 3

AGENDA



**INCLUSIVE
TOURISM**

Co-funded by the
Erasmus+ Programme
of the European Union



- 1. Review of the contents of session 2**
- 2. Carries out support activities**
- 3. Waste management**

Ice-breaker

Blanket game



SESSION 3



3.1 REVIEW OF THE CONTENTS OF SESSION 2



**What do you
remember from
the previous session?**

SESSION 3



3.2 CARRIES OUT SUPPORT ACTIVITIES

Carries out support activities

Waiter assistant

Recognize what should be done ...









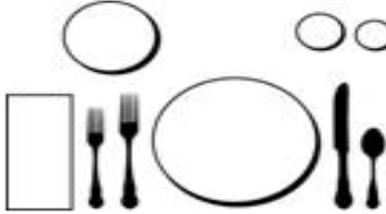
Carries out support activities

Waiter assistant

Preparing cutlery for various types of dishes



EXAMPLE

 <p>A breakfast table setting diagram showing a large plate, a smaller plate, a glass, a fork, a knife, and a spoon.</p>	Breakfast	 <p>A lunch table setting diagram showing a large plate, a glass, a rectangular napkin, a fork, a knife, and a spoon.</p>	Lunch
 <p>A dinner table setting diagram showing a large plate, a glass, a rectangular napkin, a fork, a knife, and a spoon.</p>	Dinner	 <p>A formal dinner table setting diagram showing a large plate with a folded napkin, a glass, a smaller plate, a fork, a knife, and a spoon.</p>	Formal Dinner
 <p>A European table setting diagram showing a large plate with a folded napkin, a glass, a smaller plate, a fork, a knife, and a spoon.</p>	European	 <p>A banquet/brunch table setting diagram showing a large plate with a rectangular napkin, a glass, a smaller plate, a fork, a knife, and a spoon.</p>	Banquet/Brunch

Carries out support activities

Waiter assistant

Polishing of cutlery and glasses



Carries out support activities

Waiter assistant

Cutlery activity



Break



SESSION 3



3.3 WASTE MANAGEMENT



WASTE MANAGEMENT

Waste sorting is the **process by which waste is separated** into different elements.

Many of the materials we consider as **waste can be recovered** and used either for recycling or energy recovery.

In a time when resources are becoming scarce, both of the above alternatives are preferable to landfill or burning.

Recycling conserves resources, saves energy, helps protect the environment, reduces landfill.

WASTE SEPARATION (Examples for Slovenia)



CONTAINER FOR
PACKAGING

BEVERAGES AND FOOD BOTTLES

FLAMMABLE BOTTLES
FOR LIQUID FOOD AND DRINKS (MILK, JUICES).
PLASTIC BEANS AND LUNCHES
PLASTIC SOCKETS AND ALUFOLIY
PLASTIC PACKAGING (SHAMPOOS, ...)
PROSPECTS



CONTAINER FOR
PAPER

PROSPECTS

CATALOGUES

OFFICE PAPER

PAPER SHOPPING BAGS

CARTON PACKAGING



CONTAINER FOR
GLASS

ALL THE GLASS PACKAGING

GLASSES

BOTTLES



CONTAINER FOR
BIOLOGICAL WASTE

OLD VEGETABLE AND FRIT PARTS OF VEGETABLE AND FRUIT

COFFE OUT PAPER BAGS FOR FRUIT AND VEGETABLES

PAPER TOWLES

FOOD LEFTOVERS



CONTAINER FOR
OTHER WASTE

CORK AND RUBBER

CERAMICS, PORCELAN

SMALL QUANTITIES OF STIROPOR
PLASTGLASSES FOR ONE TIME USE
FOOD PACKAGING (F.E. PIZZA)

Specific skills for waiter assistant

Waiter assistant

Watch the following video and discuss!

Video: Waste Management and Recycling



Specific skills for waiter assistant

Waiter assistant

Watch the following video and discuss!

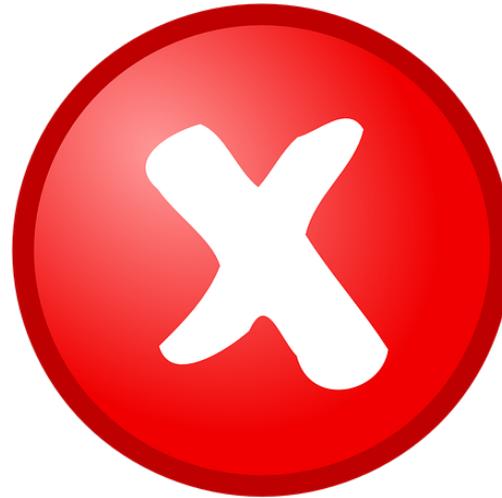
**Video: Ločevanje odpadkov:
zakladi, ki jih najdemo doma**



Sorting game



Green or red?



- It is not necessary to polish the glasses, because we will fill them anyway.
- For a dessert we prepare small fork and spoon.
- Spoon, fork and knife are all on the right side of a plate.
- If we have cutlery on both sides of a plate we put napkin on the both sides.
- If I am in a hurry, I can mix all the waste together in one bin.
- Food leftovers should be stored in container for biological waste.
- Recycling means that we can use coffee from coffee machine again after first use.
- Recycling helps to protect the environment.

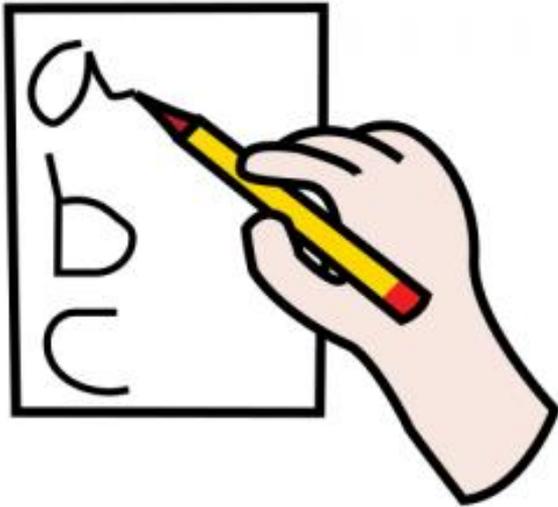
SESSION 3



3.3 EVALUATION

Evaluation

Health & safety; Knowledge of working tools and accessories



SESSION 4

AGENDA



**INCLUSIVE
TOURISM**

Co-funded by the
Erasmus+ Programme
of the European Union



- 1. Review of the contents of session 3.**
- 2. ICT tools**
- 3. Evaluation**

Ice-breaker

Take a selfie



SESSION 4



4.1 REVIEW OF THE CONTENTS OF SESSION 3



**What do you
remember from
the previous session?**

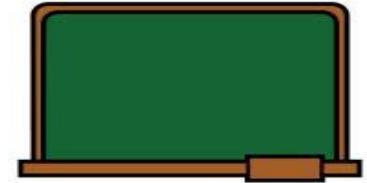
SESSION 4



4.2 ICT TOOLS

ICT Tools

Waiter assistant



Brainstorming

- What are ICT tools?



DEFINITION OF ICT TOOLS

*Information and Communication Technology (ICT) refers to **products and practices** used for storing, recording and other types of information processing. In modern times, ICTs mainly relate to **information and communication technologies** developed from the telecommunications and computer industry.*

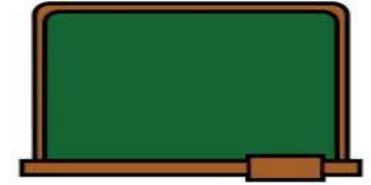
ICT Tools

Waiter assistant

These technologies include computers, the Internet, broadcasting technologies (radio and television), and telephones.

ICT Tools

Waiter assistant



Brainstorming

- Which ICT tools you know?



- Which of the ICT tools you use?

ICT Tools

Waiter assistant

Discussion

- Why are ICT tools important?
- Who can use ICT tools?
- Where do we use ICT tools?
- How can ICT tools help us in everyday life?



ICT Tools

Waiter assistant

Discussion

Can ICT tools be dangerous?

How?

Danger of ICT tools (especially internet).

What we publish on the Internet is there forever.



ICT Tools

Waiter assistant

Discussion

JOB RELATED ICT TOOLS

- Can we use ICT tools while working?
- How can we use them at work?
- How can they help us at work?
- Do they make work easier or harder?



Break



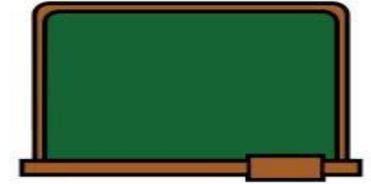
SESSION 4



4.2 ICT TOOLS

ICT Tools

Waiter assistant



Brainstorming

- How would be ICT tools helpful for waiter assistant?



Discussion

While showing some examples of ICT tools that can be useful for waiter, trainer will ask participants:

- What is this?
- How can waiter use it while working?
- How can it help him do his job?
- Can it also be an obstacle? How?

ICT Tools

Waiter assistant

Demonstration of ICT tools





**INCLUSIVE
TOURISM**



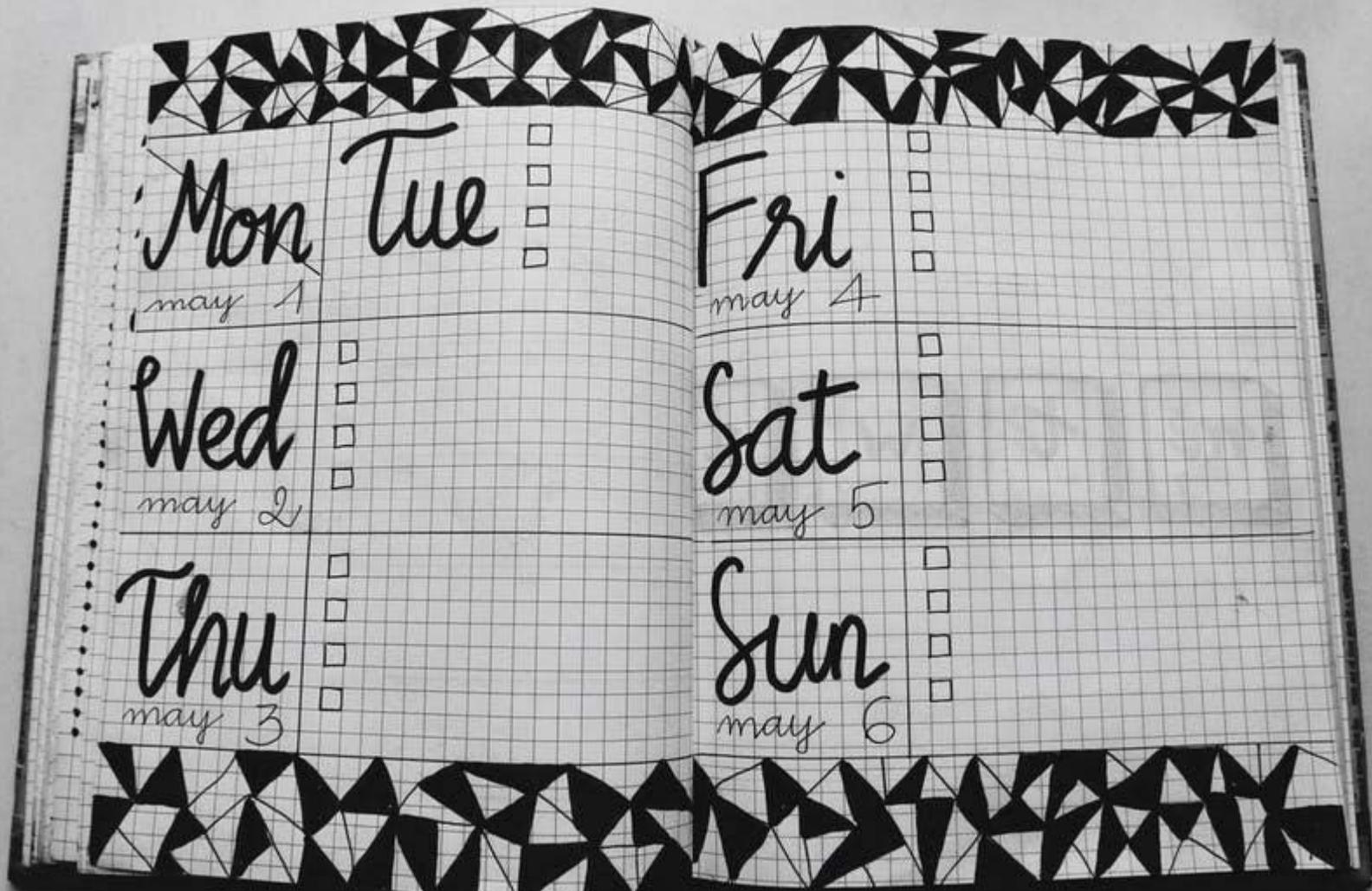
**INCLUSIVE
TOURISM**





**INCLUSIVE
TOURISM**





Mon Tue
may 1

Wed
may 2

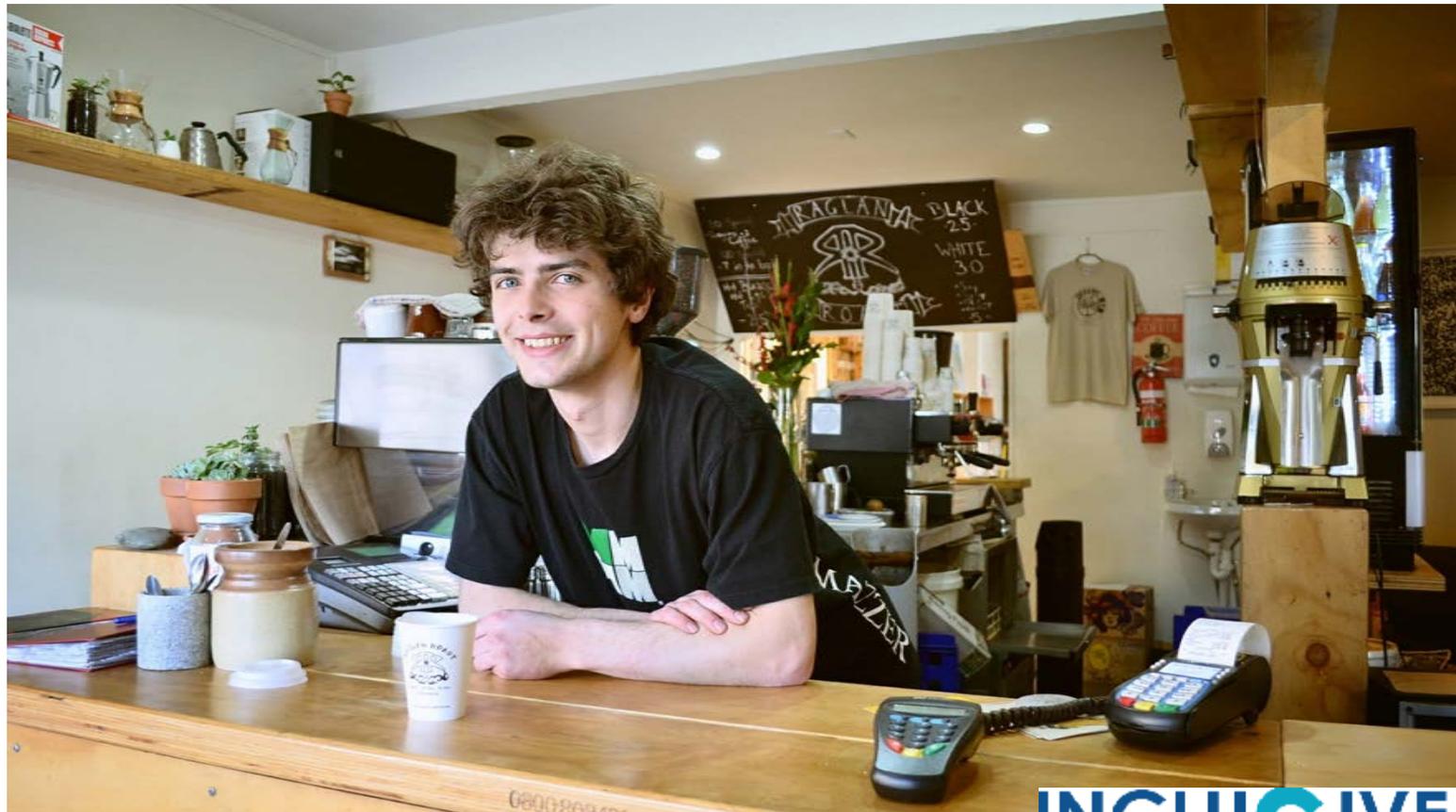
Thu
may 3

Fri
may 4

Sat
may 5

Sun
may 6





**INCLUSIVE
TOURISM**

ICT Tools

Waiter assistant

Watch the following video and discuss!

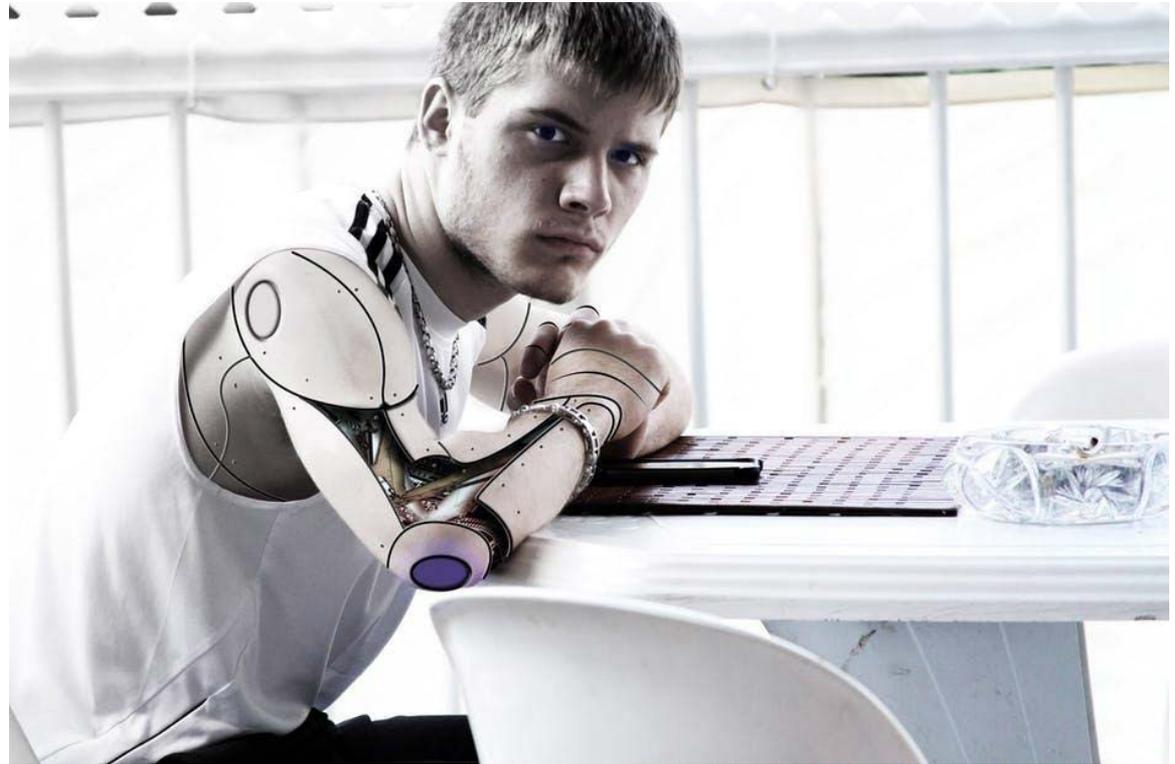
**Video: Locally Made Robots
Wait Tables In Kathmandu
Restaurant |Tech Trends|**



ICT Tools

Waiter assistant

Discussion



- How can ICT tools help us to overcome obstacles?

ICT Tools

Waiter assistant



Make a commercial

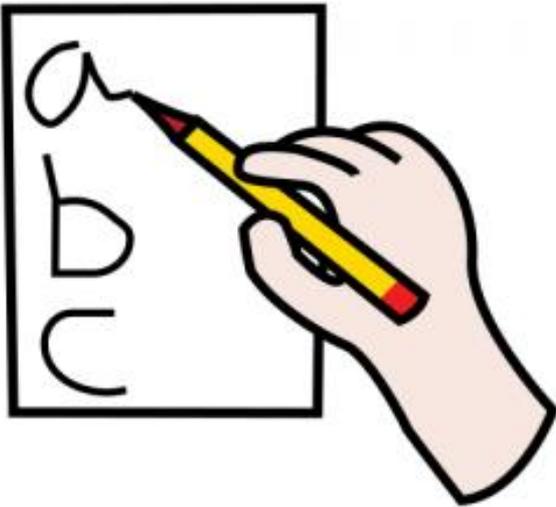
SESSION 3



4.3 EVALUATION

Evaluation

ICT tools



SESSION 5

AGENDA



**INCLUSIVE
TOURISM**

Co-funded by the
Erasmus+ Programme
of the European Union



- 1. Review of the contents of session 4.**
- 2. Global operations**
- 3. Planning daily tasks**
- 4. Evaluation**

Ice-breaker

Shoe talk



SESSION 5



5.1 REVIEW OF THE CONTENTS OF SESSION 4



**What do you
remember from
the previous session?**

SESSION 5



5.2 GLOBAL OPERATIONS

INTRODUCTION

Global operations are the **main, important tasks** that we carry out in everyday work.

They differ in different professions.

Global operations

Waiter assistant



**Associate the profession
with the task**

BASIC GLOBAL OPERATIONS

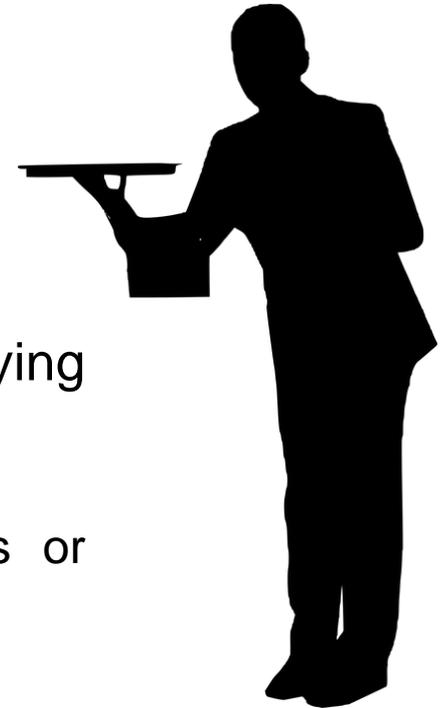
Waiters all over the world daily do some very similar basic operations.

Which one do you know?



GLOBAL OPERATIONS OF WAITER

- **Escort customers** to their tables.
 - Assist customers with seating arrangements.
- **Check with customers** to ensure that they are enjoying their meals and take action to correct any problems.
 - Communicate with customers to resolve complaints or ensure satisfaction.



Global operations

Waiter assistant

- **Take orders** from customers for food or beverages.
 - Take customer orders.



Global operations

Waiter assistant

- **Write** customer's **food orders** on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
 - Communicate dining or order details to kitchen personnel.
 - Take customer orders.



Global operations

Waiter assistant

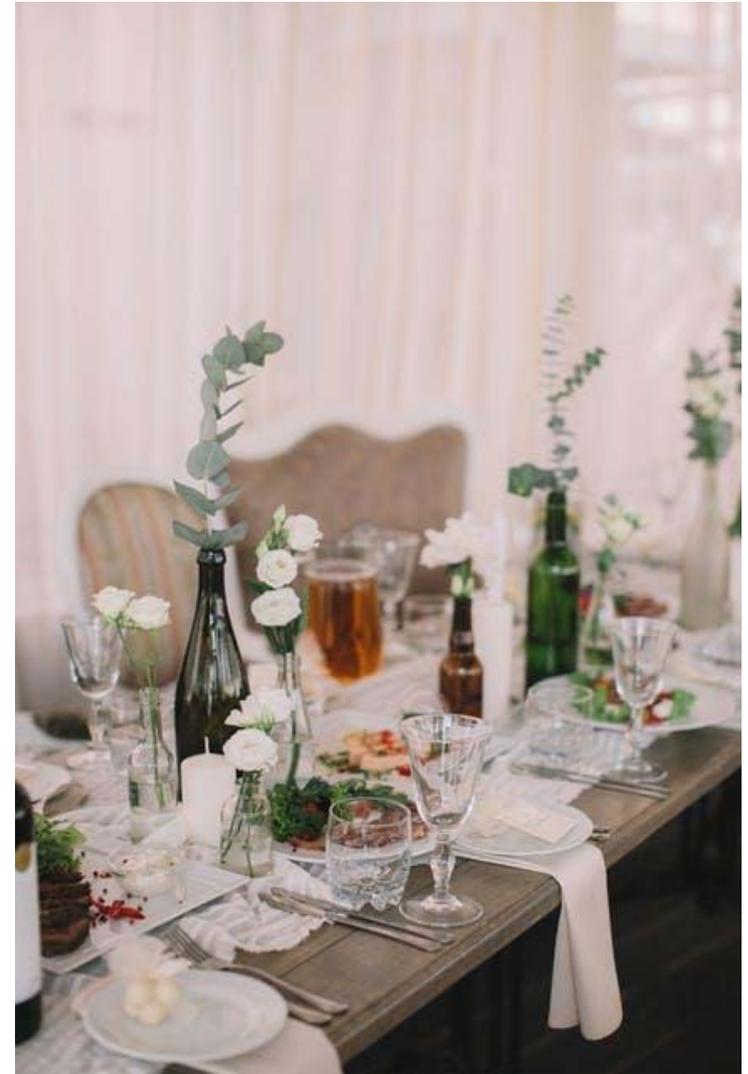
- **Check** customer's **identification** to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
 - Enforce rules or regulations.
- **Serve food or beverages** to customers, and prepare or serve specialty dishes at tables as required.
 - Serve food or beverages.
 - Cook foods.



Global operations

Waiter assistant

- **Present menus** to customers and answer questions about menu items, making recommendations upon request.
 - Present food or beverage information or menus to customers
- **Clean tables or counters** after customers have finished dining.
 - Clean food service areas.



Global operations

Waiter assistant

- **Prepare checks** that itemize and total meal costs and sales taxes.
 - Process customer bills or payments.
- **Collect payments** from customers.
 - Process customer bills or payments.



Global operations

Waiter assistant

- **Inform** customers of daily specials.
 - Present food or beverage information or menus to customers.
- **Prepare tables** for meals, including setting up items such as linens, silverware, and glassware.
 - Arrange tables or dining areas.
- **Explain** how various **menu** items are prepared, describing ingredients and cooking methods.
 - Present food or beverage information or menus to customers.



Global operations

Waiter assistant

- **Roll silverware, set up food stations or set up dining areas** to prepare for the next shift or for large parties.
 - Arrange tables or dining areas.



Global operations

Waiter assistant

- **Stock service areas** with supplies such as coffee, food, tableware, and linens.
 - Stock serving stations or dining areas with food or supplies.
- **Remove dishes and glasses from tables** or counters, take them to kitchen for cleaning.
 - Collect dirty dishes or other tableware.



Global operations

Waiter assistant

- **Assist host or hostess** by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.
 - Schedule dining reservations.
 - Assist customers with seating arrangements.



Global operations

Waiter assistant

- Perform **cleaning duties**, such as sweeping and mopping floors, vacuuming carpet, tidying up server station, taking out trash, or checking and cleaning bathroom.

- Clean food preparation areas, facilities, or equipment.



- **Bring wine selections** to tables with appropriate glasses, and **pour the wines** for customers.

- Serve food or beverages.



Global operations

Waiter assistant

- **Fill salt, pepper, sugar, cream, condiment, and napkin containers.**

- Stock serving stations or dining areas with food or supplies.



- **Describe and recommend wines to customers.**

- Present food or beverage information or menus to customers.

Global operations

Waiter assistant

- **Provide** customers with **information** about local areas, including giving directions.
 - Provide customers with general information or assistance.



Global operations

Waiter assistant

Break



SESSION 5

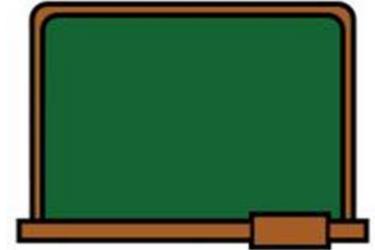


5.3 PLANNING DAILY TASKS

Planning daily tasks

Waiter assistant

Brainstorming



Where can a waiter work?



Planning daily tasks

Waiter assistant



Global operations may differ, depending on where the waiter works.



Also the waiters have different outfits (dress codes) or rules depending where they work.



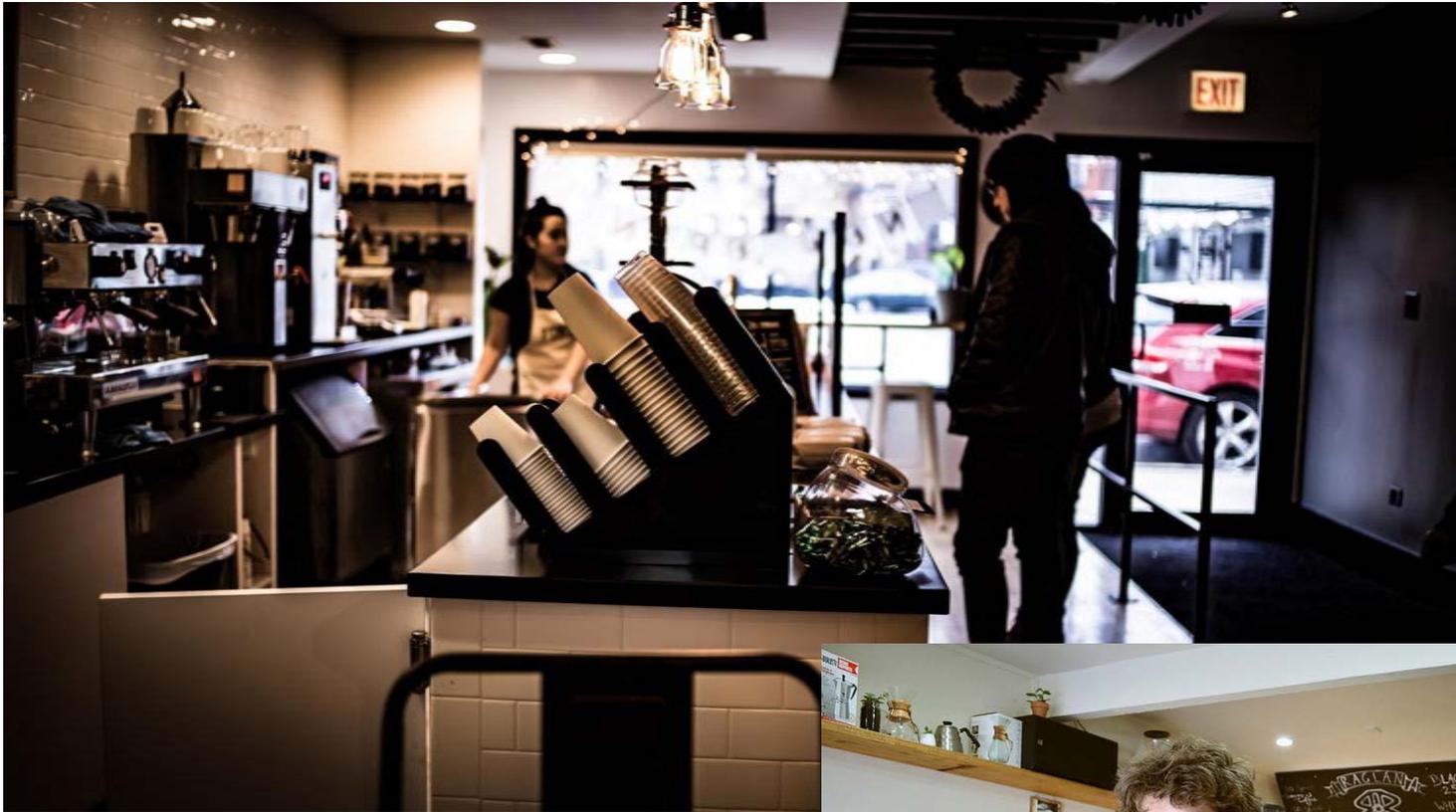
BEER PUB





CATERING COMPANY





COFFE BAR





FANCY HOTEL



INCLUSIVE
TOURISM

MEXICAN RESTAURANT



**INCLUSIVE
TOURISM**

Planning daily tasks

Waiter assistant

Role play



Planning daily tasks

Waiter assistant

Planning daily tasks

Discussion



- What do you plan in life? Why?
- Do you use some aids while planning? Which?
- How do you feel if you plan something comparing to when you are not planning?
- Do you think planning is good/helpful? Why?

Planning daily tasks

Waiter assistant

PLANNING DAILY TASKS



Planning can make your work day a lot **less stressful**:

Knowing what to expect from the day ahead of you (and having an action plan to go through it all) considerably **reduces the amount of stress.**

Planning daily tasks

Waiter assistant

It allows you to **evaluate** yourself: Having plans allow you to analyse whether you're sticking to them, evaluating your own ability to stay – or not – on schedule.

It helps you be **prepared**: You can't predict the obstacles that may occur, but part of your planning routine can be having a contingency plan for emergency or unexpected situations – it'll help avoid panicking.



Planning daily tasks

Waiter assistant

Main advantages of planning are as follows:

- Planning increases the efficiency.
- It reduces the risks in business activities.
- It facilitates proper coordination.
- It aids in organizing all available resources.
- It gives a right direction to the organization.
- It is important to maintain good control.
- It helps to achieve the objectives.
- It motivates the personnel.
- It encourages manager's creativity and innovation
- It helps in decision-making.



Planning daily tasks

Waiter assistant

PLANNING DAILY TASKS AS A WAITER

- **Reading daily offers** (Every day inquire what daily menus are in the offer)



Planning daily tasks

Waiter assistant

- **Check the reservations and other specifics of the working day (groups, events, ...)**



- **Clarify the doubts**

Planning daily tasks

Waiter assistant

- **Prepare tables** before opening hour and **fold tables and chairs** while guests leave.



Planning daily tasks

Waiter assistant

- **Prepare silverware, glassware and napkins for guests, groups** (depending on type of bar or restaurant)



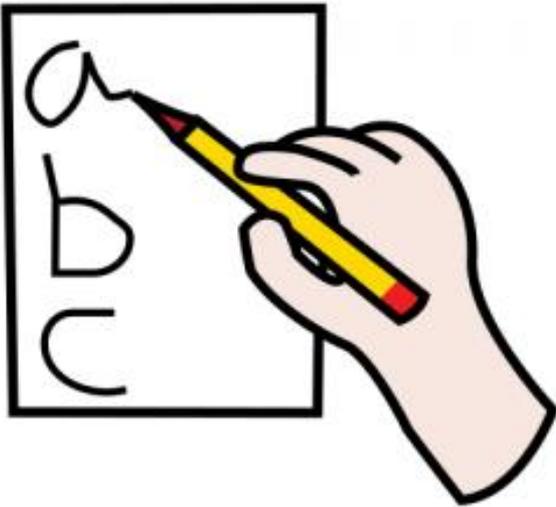
SESSION 5



5.4 EVALUATION

Evaluation

Global operations and planning daily tasks



SESSION 6

AGENDA



**INCLUSIVE
TOURISM**

Co-funded by the
Erasmus+ Programme
of the European Union



- 1. Review of the contents of session 5**
- 2. Preparation of working space**
- 3. Evaluation**

Ice-breaker

Mix and meet



SESSION 6



6.1 REVIEW OF THE CONTENTS OF SESSION 5



**What do you
remember from
the previous session?**

SESSION 6



6.2 PREPARATION OF WORKING SPACE

Preparation of working space

Waiter assistant

PREPARATION OF WORKING SPACE

- Prepare of the bar and guest places.
 - Check the floor
 - Check the working surface
 - Check the lights
 - Check if the shelves are clean

- Make sure the necessary accessories are clean and in the right place.
 - Fill up the coffee
 - Check glasses, plates, accessories, sugar, salt, dressings ...



Preparation of working space

Waiter assistant

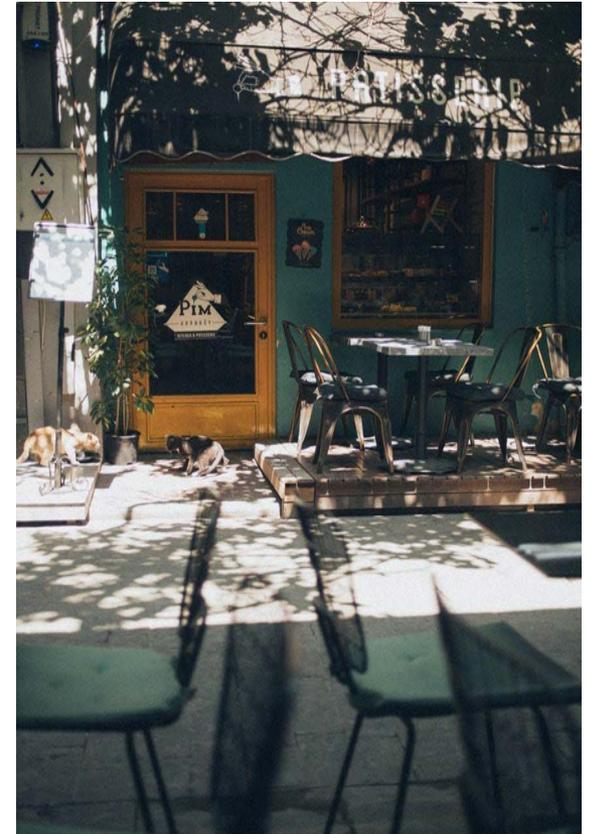
- Make sure the necessary accessories are clean and in the right place.
 - Fill up the coffee
 - Check glasses, plates, accessories, sugar, salt, dressings ...



Preparation of working space

Waiter assistant

- Correctly arrange tables and chairs in the restaurant, on the terrace.
 - Be sure that the tables are arranged properly
 - They cannot be too close or too far apart
 - Chairs outside need to have pillows
 - Make sure it is possible to access to the tables



Preparation of working space

Waiter assistant



- Ensure that the tables are equipped with all necessary (table cloths, ashtrays, price lists, ...).
 - Be sure to know where to find equipment
 - If cloths are dirty, you need to change them
 - Be sure that the cloths are the same colour
 - Menus needs to be clean and disinfected.
 - Price list must be updated.



Preparation of working space

Waiter assistant



- Clean the toilets.
 - Make sure that there is toilet paper.
 - Fresh the air, but not too much.
 - Open window if necessary.
 - Clean the floor.



Preparation of working space

Waiter assistant

- Prepare silverware and napkins
 - Fold/combine them for main dishes, desserts and put them on clean surface.
 - Make sure that they are clean, because sometimes dishwasher does not clean them properly.



Preparation of working space

Waiter assistant



Green or red?

Break



Preparation of working space

Waiter assistant

Rules for organizing

When we organize workspace it is important, that we have **RULES** of organizing and we all agree on them and we stick to them during our work.

In that way we are giving guests a sense of orderliness.



Preparation of working space

Waiter assistant

The rules can be for example:

- Drink menus are always in the middle of a table.
- Ashtrays (outside) are on the left side.
- Flowers are on the right side.
- Food menus are on the stand and we gave them to the guests who wants to eat.
- We put the menus in front of the guest.
- All table cloth are in the same color.

Preparation of working space

Waiter assistant



Preparation of working space

Waiter assistant



Preparation of working space Waiter assistant



Preparation of working space

Waiter assistant



Preparation of working space

Waiter assistant



Preparation of working space

Waiter assistant



Preparation of working space

Waiter assistant



Preparation of working space

Waiter assistant

ICT tools materials which can help waiter assistant to equally organize a restaurant working space.

- Picture of correctly arranged tables and chairs



Preparation of working space

Waiter assistant

ICT tolls materials which can help waiter assistant to equally organize a restaurant working space.

- Picture of correctly prepared table and chairs outside and inside



Preparation of working space

Waiter assistant

ICT tolls materials which can help waiter assistant to equally organize a restaurant working space.

- Picture of things on table and how to arrange them on the table



Preparation of working space

Waiter assistant

ICT tools materials which can help waiter assistant to equally organize a restaurant working space.

- Different check- lists, to-do lists,

Things I need to do in the morning:

TASKS:	CHECK HERE:
Read daily offers.	
Check the reservations.	
Clarify the doubts	
Prepare tables and chairs	
Prepare silverware, glassware and napkins for guests, groups	

Preparation of working space

Waiter assistant

ICT tools materials which can help waiter assistant to equally organize a restaurant working space.

- Written rules

OUR RULES:

- Drink menus are always in the middle of a table.
- Ashtrays (outside) are on the left side.
- Flowers are on the right side.
- Food menus are on the stand and we gave them to the guests who wants to eat.
- We put menus in front of the guest.
- All table cloth are in the same color.

Preparation of working space

Waiter assistant

PREPARING YOURSELF TO WORK

As a waiter you can successfully manage through the day, it is not important only the preparation of environment and materials, but also the **preparation of yourself to work.**



Preparation of working space

Waiter assistant

It is recommended that you follow these statements every work day:

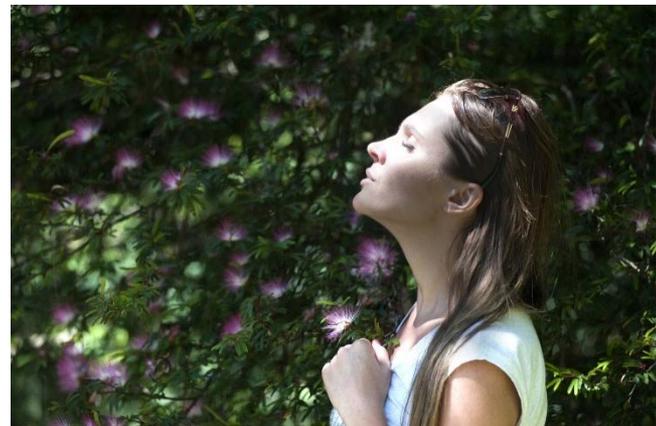
Arrive on time.

Showing up late can not only leave a bad impression, but also throw off your entire day.



Take a deep breath.

That way you can focus on the here and now. Slow down, take a moment to pause and concentrate on work.



Preparation of working space

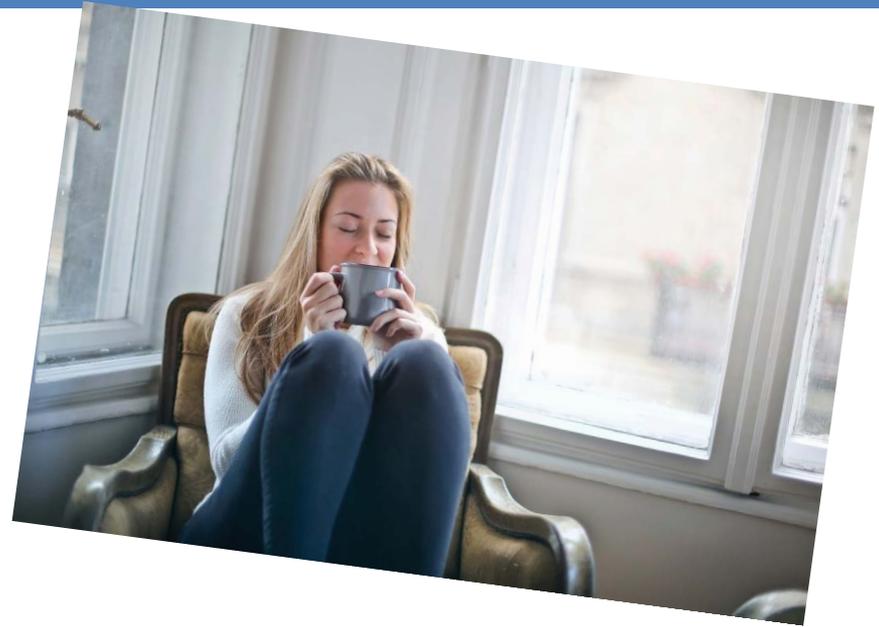
Waiter assistant

Take five.

After the deep breath, give yourself five minutes to get settled in, this is a good way to set the tone of the day.

Start each day with a clean slate.

You may still have something on your mind from previous day —but try to treat each day as a fresh one.



Preparation of working space

Waiter assistant

Don't be moody.

You'll want to pay attention to your mood and be aware of its effect on others. Try to have a positive attitude when you arrive at place of work.



Preparation of working space

Waiter assistant

Organize your day.

The first hour of the work day is the best time to assess priorities and to focus on what you absolutely need to accomplish, Make a to-do list, or update the one you made the previous day, and try to stick to it. However, if anything unexpected or urgent happens, then it's OK re-shuffle your priorities within reason.



Preparation of working space

Waiter assistant

Be present.

It's critical to be present, mentally *and* physically, and to communicate.



Preparation of working space

Waiter assistant

Check in with your colleagues.

A quick 5 to 10 minute team chat can also be an effective way for many people to start their day.

Make it a short meeting, with no chairs, have everyone share their top goal for the day, and share any critical information the rest of the team absolutely needs to know.



Preparation of working space

Waiter assistant

Ensure that your workspace is organized.

It can set a tone for the rest of the day. It can help avoid confusion. It's difficult to think clearly, easy to forget important reminders, and just it is stressful if you feel you're fighting the battle and the tornado of disordered stuff.



Preparation of working space

Waiter assistant

Role play



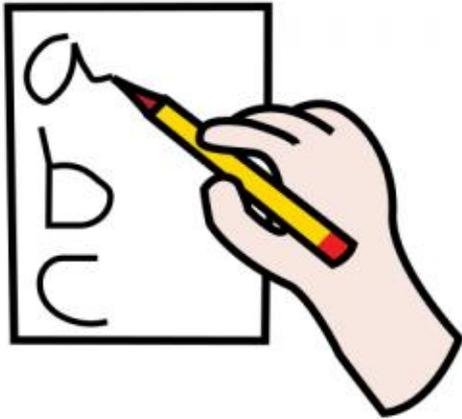
SESSION 6



6.3 EVALUATION

Evaluation

Preparation of working space



SESSION 7

AGENDA



**INCLUSIVE
TOURISM**

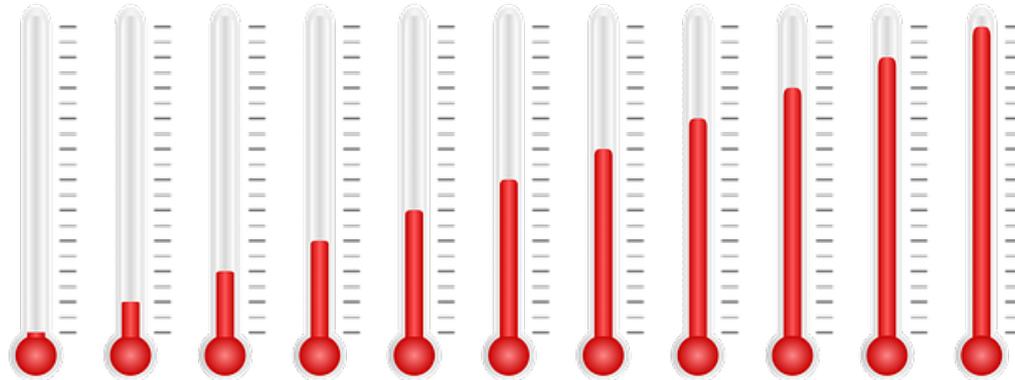
Co-funded by the
Erasmus+ Programme
of the European Union



- 1. Review of the contents of session 6**
- 2. General of serving**
- 3. Serving drinks**
- 4. Serving food**
- 5. Evaluation**

Ice-breaker

Hot or cold?



SESSION 7



7.1 REVIEW OF THE CONTENTS OF SESSION 6



**What do you
remember from
the previous session?**

SESSION 7

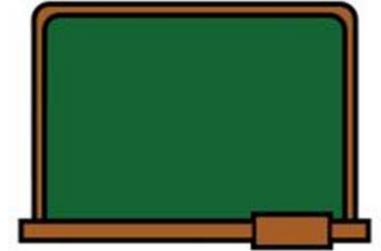


7.2 GENERAL OF SERVING

General of serving
Waiter assistant

Brainstorm

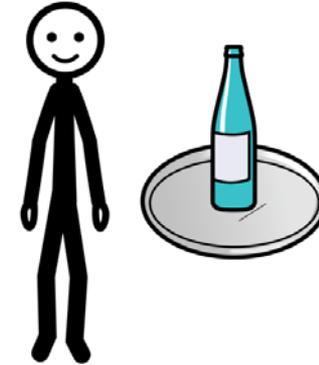
- What experience do you have with serving?
- What is important when serving?



General of serving

Waiter assistant

General of serving



MAIN RULES IN SERVING

- The rule to follow when approaching your guests is to **pleasantly greet them** at table within one minute of them being seated.
- Your first impression must be **pleasant, welcoming, helpful, and neat. Smile, make eye contact,** and give them your name.

General of serving

Waiter assistant

MAIN RULES IN SERVING

- If in restaurant, bring them **menus** for drinks and food (if not on the table).
- The **first** order to fill is the **drink** order.
- When you see the guests are decided for their order, you go to the table and ask them if they are ready to order.



General of serving

Waiter assistant



- Be **helpful**. If you have new guests who have never been to your establishment before, be knowledgeable about the menu, where specific items are, and offer to help your guest to find such items. Answer any questions about the menu.
- It is never enough to give your table fast and efficient service if you do so without a **smile and a pleasant demeanor**. Your customer needs to feel important.

5 Ways to deliver excellent customer service as waiter assistant

- Do it right from the start
- Don't make costumers wait
- Fix problems immediately and polite
- Use customer comment cards
- Use technology to help yourself



Why so ...?



SESSION 7



7.3 SERVING DRINKS

Serving drinks utensils



Serving drinks

Waiter assistant

Serving drinks

RULES OF SERVING DRINKS



- We do not test drinks, do not smell it, we do not touch them.
- If you notice that a glass of beverage is **damaged or broken**, you must change it in the bar.
- Glassware **should not be wet or drink spilled** when served to the guest. If a drink spills, we replace it in the bar.

Serving drinks

Waiter assistant

RULES OF SERVING DRINKS

- When serving drinks, handle the glassware at the bottom. Never put your finger near the lip of the glass, where your customer will be putting his or her lips.
- Always serve one guest at the time (give him a drink, a glass, adds) and then proceed to the next one.
- When you notice that the guest has drunk his beverage, take an empty bottle or a glass and ask him or I would like to order something else.



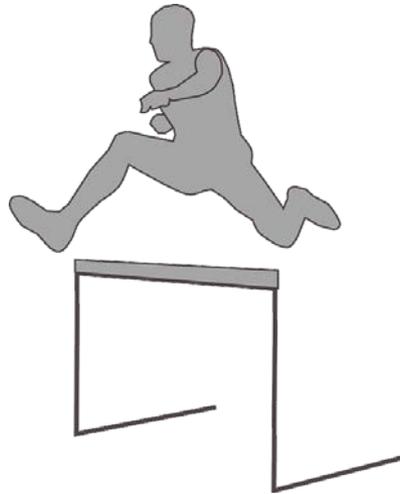
Serving drinks
Waiter assistant

Break



Serving drinks
Waiter assistant

Polygon contest



Serving drinks

Waiter assistant

CORRECT TYPE OF GLASSES



Serving drinks

Waiter assistant

CORRECT TYPE OF GLASSES



Serving drinks

Waiter assistant

CORRECT TYPE OF GLASSES



Serving drinks
Waiter assistant

CORRECT TYPE OF GLASSES



Which glass is the best?



SESSION 7



7.4 SERVING FOOD

Serving food
Waiter assistant

Serving food utensils



Serving food

Waiter assistant

RULES OF SERVING FOOD

- Before bringing dishes to the table, guests must have their **drinks, utensils, adds (oil, salt, pepper, bread)**
- Check dishes and kitchenware for **dents or breaks.**
- Food should always be served hot or cold; **suitable temperatures** (cold dishes, salads, accessories, ...)



Serving food

Waiter assistant

RULES OF SERVING FOOD

- We do not touch the food, we do not test it, do not smell it and respectfully handle it.
- Handle the **dishes by the edges** only.
- If your establishment does not have a set rule for how to serve plates of food, then **serve** and **remove** dishes from the costumers **right-hand** side.



Serving food

Waiter assistant

RULES OF SERVING FOOD

- Always serve all guests at the table and then continue with other tasks – **never leave guest at the table you're serving without his dish.**
- Make sure that the food arrives at the table in **the condition in which it was served from the kitchen.**
- If the plates are hot, be sure to **warn** your customers not to burn themselves.



Serving food

Waiter assistant

RULES OF SERVING FOOD

- **Check back with your guests** to ensure that they are satisfied with their meal.
- We start to **dispose** of the plates from the table that **all guests have finished** with their course. We also clear utensils meant for particular course. We leave utensils for following courses on table.
- After the main dish is done and plates are stored from the table, we ask our guest if they would like to order some **dessert, coffee or anything else**. We bring them menus.



Serving food
Waiter assistant

CORRECT TYPE OF PLATE



Serving food

Waiter assistant



Serving food

Waiter assistant



Serving food
Waiter assistant



Serving food
Waiter assistant

How to hold it?



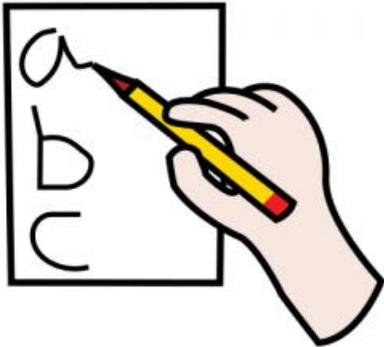
SESSION 7



7.5 EVALUATION

Evaluation

Step by step operation: Serving



SESSION 8

AGENDA



**INCLUSIVE
TOURISM**

Co-funded by the
Erasmus+ Programme
of the European Union



- 1. Review of the contents of session 7**
- 2. Catering**
- 3. Evaluation**

Ice-breaker

Which one?



SESSION 8



8.1 REVIEW OF THE CONTENTS OF SESSION 7



**What do you
remember from
the previous session?**

SESSION 8



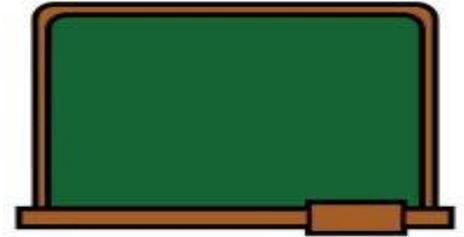
8.2 CATERING

Catering

Waiter assistant

Brainstorming

- What is catering?
- What is difference between serving in restaurant or serve on catering?
- What is most important part of catering, when organizing one?



Catering

Waiter assistant

Catering is the service business of **providing food service at a remote site** or a site such as a hotel, hospital, pub, aircraft, cruise ship, park, filming site or studio, entertainment site, or event venue.



Catering

Waiter assistant

PREPARATIONS FOR CATERING

Preparing food, drinks and necessary things before going on the event:

- Choosing the correct container and accessories depending on the type of drink and food.
- According to the number of persons, preparing the number of containers in the transport packaging (sorting and packing glasses, dishes, utensils, ...).



Catering

Waiter assistant

Preparing food, drinks and necessary things before going on the event:

- Preparing decoration, propaganda material.
- Preparing working clothing needed for catering.



Catering

Waiter assistant

Preparing food, drinks and necessary things before going on the event:

- Preparing table and other textiles (choose right colours and dimensions according to event place)
- Helping in loading and unloading the vehicle, transferring material from vehicle to place of event.

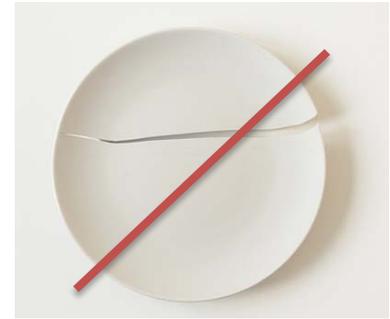


Catering

Waiter assistant

Preparing food, drinks and necessary things before going on the event:

- Make sure that prepared dishes are clean and unbroken.
- Make sure that amount of drinks and food is correct according to number of guests.



Catering

Waiter assistant

Preparation of the space for working and place for guests:

- In preparation room place the material meaningful according to the needs of work (container, food, beverage, clothes, ...).



- Organizing place for waste.
- Preparing tables and chairs.



- Preparing jars for food waste on tables (e.g. sticks for canapés, dirty napkin, ...)

Catering

Waiter assistant

Preparation of the space for working and place for guests:

- Preparing a tablecloth and decoration
- Preparing paper napkins and place them on tables, coffee and tea place.
- Preparing corner for coffee and tea and all needed things (coffee, hot water, tea filters, cups, sugar, milk, coffee spoons, ...).



Catering
Waiter assistant

Preparation of the space for working and place for guests:



Catering

Waiter assistant

Preparing food, drinks on spot:

- Get to know the offer of food in drinks at the event and with the way of serving.
- Making sure trays are clean.
- Placing warm food in the serving bowl of the soup, "baking", ...).



Catering

Waiter assistant

Preparing food, drinks on spot:

- Preparing food (cold, dessert, ...) for serving (placing on trays / plates).
- Preserving beverages at suitable temperatures (thermal containers, refrigerators, ice, ...).
- Placing hot drinks in thermo jars.



Catering

Waiter assistant



Catering

Waiter assistant

Preparing food, drinks on spot:

- Pouring soft drinks into jars and stack it on trays.
- Placing wines and other spirits into glasses in stack it on trays.



Catering

Waiter assistant

Arranging working clothes and appearance:

- Dressing yourself in to working clothes (according to employers rules of dress ware).
- Making sure we are orderly (clothes, ordered hairstyle, clean hands and nails, good appearance).



Catering

Waiter assistant

Serving food and drinks correctly and keeping space clean:

- Serving beverages and food and offering it to guests.
- Complementing things in the corner for coffee and tea.



Catering

Waiter assistant

Serving food and drinks correctly and keeping space clean:

- Complementing food, drinks served on the tables.
- Taking empty plates, glasses and waste from the tables.
- Complementing napkins, necessary tools on the tables.



Precisely cleaning afterwards:

- Cleaning place and tables in the state before catering event.
- Correctly sorting dirty glasses and dishes.
- Correctly sorting dressware and tablecloths.



Catering
Waiter assistant

What is missing / what is wrong?



Catering
Waiter assistant



Catering

Waiter assistant



Catering

Waiter assistant



Catering

Waiter assistant



Catering

Waiter assistant



Catering

Waiter assistant



Break



Catering

Waiter assistant

Little catering event preparing



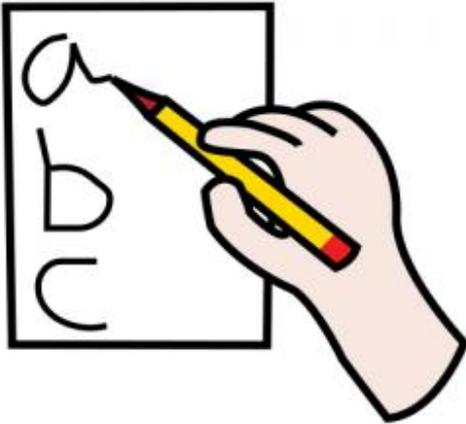
SESSION 8



8.3. EVALUATION

Evaluation

Catering



SESSION 9

AGENDA



**INCLUSIVE
TOURISM**

Co-funded by the
Erasmus+ Programme
of the European Union



- 1. Review of the contents of session 8**
- 2. Ethic and appropriate communication**
- 3. Privacy and confidentiality**
- 4. Evaluation**

Ice-breaker

Conversation cube



SESSION 9



9.1 REVIEW OF THE CONTENTS OF SESSION 8

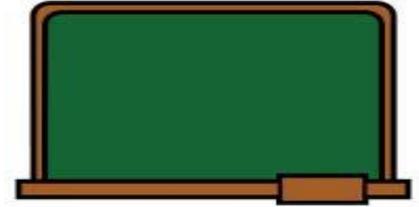


**What do you
remember from
the previous session?**

SESSION 9



9.2 ETHIC AND APPROPRIATE COMMUNICATION



Brainstorming

- What is ethics?
- What is ethical code?





WHAT IS AN ETHICAL CODE?

It is a set of guides, **rules** by employers to guide employees to know the difference between **doing right and wrong at workplace (how we should behave)**.

At any workplace we must follow an **ethical code**.

Ethic and appropriate communication

Waiter assistant

SOME ETHICAL RULES ARE:

Professionalism and respect

Stay calm and listen to others opinions.
Avoid gossiping and harmful talk about, and against, others. Show fair treatment to others.

Commitment and sense of responsibility.

Do what you say you will do. Always fulfill your responsibilities.

Manage your time wisely.

Observe task deadlines and organize yourself according to your time.

Do quality work.

Do not stop until you finish your work and finish it well.

Own up to your mistakes.

Become responsible for your actions and your results. Always be honest.

Work with others

Help others and stay open to learn from others and ask for help when you need it.

APPROPRIATE AND INNAPPROPRIATE COMMUNICATION

Appropriate communication is a major **key to success**.

For communication to be **effective** we have to **understand** each other (speak the same language), **have eye contact**, **appropriate volume**, **appropriate speed of speech ...**

Ethic/Specific strategic communication

Waiter assistant

VOICE VOLUME



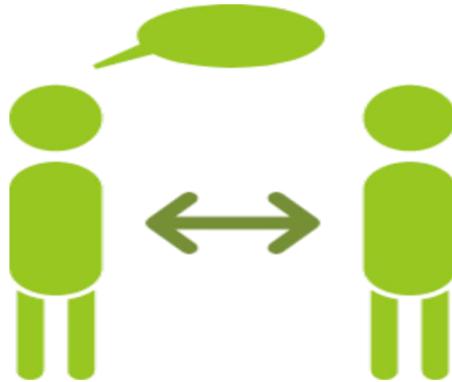
We use **proper** voice tone.

EYE CONTACT AND BODY LANGUAGE



Eye contact and **body language** influence communication between two people. It is harder to communicate if we do not see each other.

PERSONAL SPACE



The **physical distance** between the persons in a conversation impacts the overall communication effectiveness. When we communicate, the **distance needs to be just right** (not too close, not too far, about 1m).

Ethic and appropriate communication

Waiter assistant

.

RESPECTFUL COMMUNICATION

- Be **respectful** and **polite**
- **Listen** active
- **Disagree politely** with arguments
- Avoid **judgmental** words
- **Help** as much as you can

Ethic and appropriate communication

Waiter assistant

Yes or no?



SESSION 9



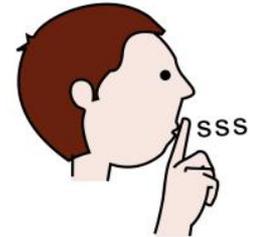
9.3 PRIVACY AND CONFIDENTIALITY

Privacy and confidentiality

Waiter assistant

WHAT IS THE CONFIDENTIALITY?

„The state of keeping or being kept personal data.“



It means that we keep the customer's personal information secret and we don't share our personal information.



Privacy and confidentiality

Waiter assistant

You might greet old friends with a slap on the back and a tasteless joke, but you certainly wouldn't greet a boss that way.



At some workplaces we must sign **confidentiality contract.**



Privacy and confidentiality

Waiter assistant

Green or red?



Privacy and confidentiality

Waiter assistant

Break



Privacy and confidentiality

Waiter assistant

Now waiters from restaurant *Druga violina* will join us
to tell more about their work ...

Druga
VIOLINA

Compilation of questions



Privacy and confidentiality

Waiter assistant

Make team work



Privacy and confidentiality

Waiter assistant

Round table - Practical experience

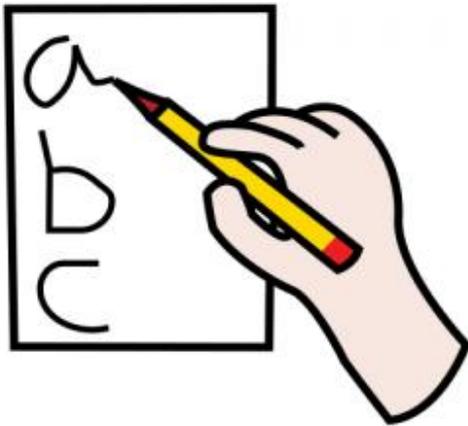


SESSION 9



9. 4 EVALUATION

Ethic/Specific strategic communication



5. CONCLUSIONS



Conclusions

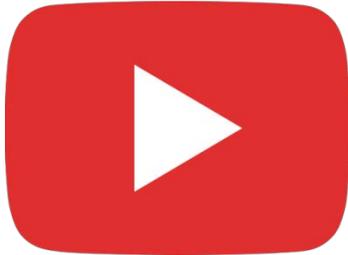
Room and cleaning asistant

What have you learned?

Follow us



<http://www.inclusivetourismproject.com>



[Inclusive Tourism Channel](#)



inclusivetourism.project@gmail.com

**INCLUSIVE
TOURISM**

Consortium



Number project: 2017-1-ES01-KA202-038574

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Pictograms' author: [Sergio](#)
Palao Origin: [ARASAAC \(http://arasaac.org\)](http://arasaac.org) Licenses: [CC \(BY-NC-SA\)](#) Property: [Aragon Government](#)

**INCLUSIVE
TOURISM**



UNIT 6

HOW CAN I BECOME A GOOD WAITER ASSISTANT?

ONLINE SESSION 1

Consortium



Number project: 2017-1-ES01-KA202-038574

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.



UNIT 8 : HOW CAN I BECOME A GOOD WAITER ASSISTANT?

Online session 1



Activity 1

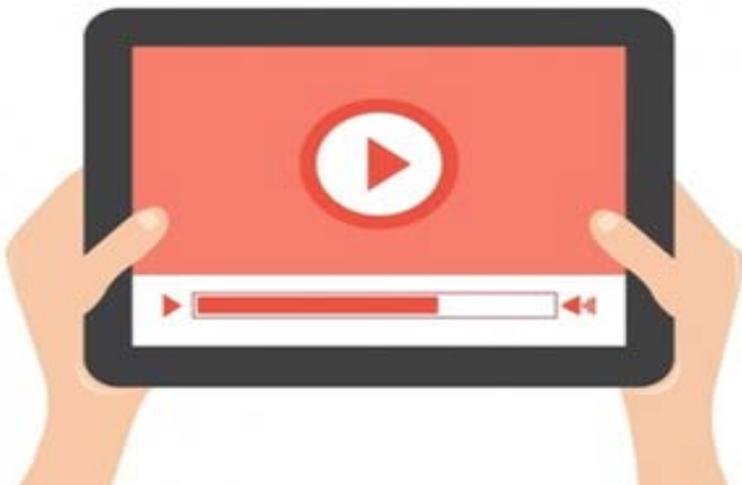
MY WORK SCHEDULE



Watch the following video!

Remember How to use the APP
Google Calendar.

How to use Google
Calendar



Activity 1

MY WORK SCHEDULE



From the information you've seen in the video...

- Look at the information related to the working hours of a waiter assistant.
- Then, through the GOOGLE CALENDAR App, enter this information.
- You must configure it to display the reminder every time to start a task.



Activity 1

MY WORK SCHEDULE

TIME	TASKS
9:00	Check in
9:00 – 9:15	Change your clothes to uniform, prepare yourself to work
9:15 – 9:30	Clarify the doubts, Check the possible specifics, daily offers, reservations
9:30 – 11:00	Prepare tables, chairs, silverware, glassware, napkins ... Clean the restaurant. Make sure everything is ready for guests
11:00 – 13:00	Serve guests by doing all of the general tasks.
13:00 – 13:30	Break
13:30 - 15:30	Serve guests by doing all of the global operations.
15:30 – 16:00	Fill out work part thorough Google Drive



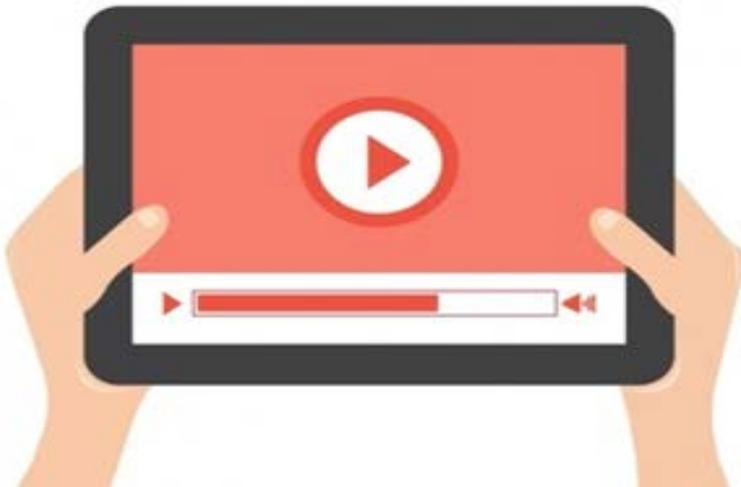
Activity 2

DAILY ROUTINE

1. Watch the video.
2. Identify different parts of waiter assistant's job.
3. Enter the list of tasks in the Todoist App.



Video: Skills for a waiter



Activity 3

WORK ORDER

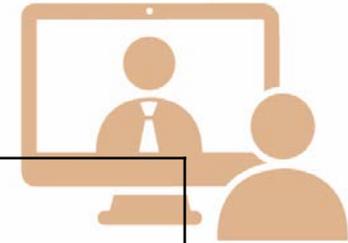


1. Enter the Google Drive document that the trainer will share with you.
2. Imagine that you are a waiter assistant who has finished the working day.
3. Fill the worksheet with the information requested.



Activity 4

PLAY ONLINE GAMES TO REPEAT WHAT YOU'VE LEARNED

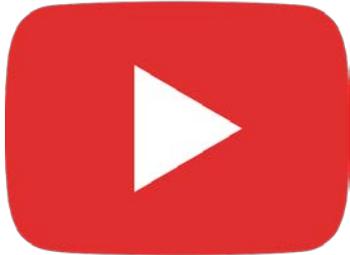


NUMBER OF SESSION	ACTIVITIES
1	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4282260-waiter_assistant_s1_waiter.html
2	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4275000-personal_hygiene_waiter.html
3	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4282275-waiter_assistant_s3_waste_man.html
4	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4274932-ict_tools_of_waiter.html
5	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4274994-global_operations_waiter.html• https://www.educaplay.com/learning-resources/4274950-planning_daily_tasks_as_a_waiter.html• https://www.educaplay.com/learning-resources/4274935-jobs_as_waiter.html• https://www.educaplay.com/learning-resources/4274921-professions.html
6	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4274943-prepare_yourself_to_work.html
7	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4282299-waiter_assistant_s7_rules_of.html
8	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4282318-waiter_assistant_s8_catering.html
9	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4274963-be_a_good_waiter.html

Follow us



<http://www.inclusivetourismproject.com>



[Inclusive Tourism Channel](#)



inclusivetourism.project@gmail.com



UNIT 6

HOW CAN I BECOME A GOOD WAITER ASSISTANT?

ONLINE SESSION 2

Consortium



Number project: 2017-1-ES01-KA202-038574

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.



UNIT 8 : HOW CAN I BECOME A GOOD WAITER ASSISTANT?

Online session 2



Activity 1

PREPARING TABLE: STEP BY STEP



1. Watch the video!
2. Make a checklist with the steps of preparing tables. You should to include a image.
3. Make other checklist with the necessary products and tools to prepare a table. You should to include a image.
4. Share the checklist with your trainer.

Video:
How to set a table



Activity 2

TABLE SERVING



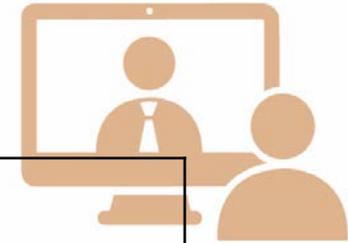
1. Watch the video.
2. Make a checklist of 10 steps of table service
3. Share with your trainer.

Video: Table service



Activity 3

PLAY ONLINE GAMES TO REPEAT WHAT YOU'VE LEARNED

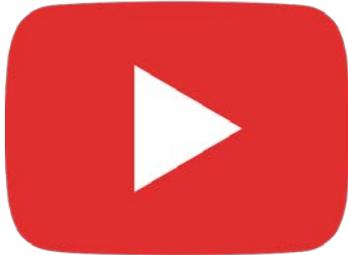


NUMBER OF SESSION	ACTIVITIES
1	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4282260-waiter_assistant_s1_waiter.html
2	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4275000-personal_hygiene_waiter.html
3	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4282275-waiter_assistant_s3_waste_man.html
4	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4274932-ict_tools_of_waiter.html
5	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4274994-global_operations_waiter.html• https://www.educaplay.com/learning-resources/4274950-planning_daily_tasks_as_a_waiter.html• https://www.educaplay.com/learning-resources/4274935-jobs_as_waiter.html• https://www.educaplay.com/learning-resources/4274921-professions.html
6	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4274943-prepare_yourself_to_work.html
7	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4282299-waiter_assistant_s7_rules_of.html
8	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4282318-waiter_assistant_s8_catering.html
9	<ul style="list-style-type: none">• https://www.educaplay.com/learning-resources/4274963-be_a_good_waiter.html

Follow us



<http://www.inclusivetourismproject.com>



[Inclusive Tourism Channel](#)



inclusivetourism.project@gmail.com

Consortium



Number project: 2017-1-ES01-KA202-038574

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Pictograms' author: [Sergio](#)
Palao Origin: [ARASAAC \(http://arasaac.org\)](http://arasaac.org) Licenses: [CC \(BY-NC-SA\)](#) Property: [Aragon Government](#)

**INCLUSIVE
TOURISM**