ATTRIBUTES OF FOOD AND BEVERAGE WORKER

Match the correct term with its correct definition by drawing a line.

Terms	Definition
1. PUNCTUALITY	So that the establishment gets the maximum amount of customers and so that customers are served on time.
2. ATTITUDE TO CUSTOMERS	The rules and regulations must be followed at all times and respect must be shown to people you are serving and your supervisors.
3. PERSONALITY	If there is trust and respect between these areas then the food establishment can work as team effectively
4. KNOWLEDGE OF FOOD AND DRINK	Dining Room staff members have direct contact with the guests and so they are in a position to sell the food and drinks that are on the menu.
5. MEMORY	Customers should never be argued with as this will only aggravate the situation, but complaints should go to someone in authority: Restaurant Manager, Reception Head Waiter.
6. LOCAL KNOWLEDGE	IF STAFF ARE CONTINUALLY LATE ON DUTY IT SHOWS LACK OF INTEREST IN WORK AND LACK OF RESPECT FOR MANAGEMENT AND CUSTOMERS
7. LOYALTY	They must know how to serve correctly each dish on the menu, its accompaniments, the make-up of the dish, and garnish
8. CUSTOMER SATISFACTION	This is an essential asset to a food service staff whether they are in the kitchen or the dining room It is extremely helpful when you remember the likes and dislikes of your guests.
9. HONESTY	IN THE INTEREST OF CUSTOMERS STAFF SHOULD HAVE CERTAIN KNOWLEDGE OF THE AREA IN WHICH THEY WORK SO THEY MAY BE ABLE TO ADVISE GUESTS ON VARIOUS FORMS OF ENTERTAINMENT, TRANSPORTATION AND THINGS TO DO
10. SALES ABILITY	The staff must be tactful, courteous, good humored and an even temper Converse with the customer in a pleasing and well-spoken manner.
11. SENSE OF URGENCY	As a member of staff, it is imperative that you be loyal to your food establishment.
12. CONDUCT	Learn to anticipate the customers needs. For example: If a couple comes and dines with a baby or children, try to think about what you can provide as waiter for the children. A high-chair for a baby and coloring books for children.

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