



# The service brigade

Good service is an essential part of your restaurant experience as customers are more likely to excuse imperfect food than rude, slow, <sup>1</sup>sloppy or inattentive waiting staff. It is important therefore for all <sup>2</sup>front-of-house personnel:

- to have **excellent people skills and good manners**;
- to be **efficient and attentive**;
- to know the ingredients and the preparation method of both food and drink on the menu;
- to be presentable with **excellent personal hygiene**;
- to have **great communication skills**;
- to have a **passion for food and drink**.

The service brigade is responsible for the smooth running of front of house. On the following page, there is a detailed description of the service brigade.

## Match the role to the responsibility.

- |                                    |   |
|------------------------------------|---|
| 1 The food and beverage manager... | a deals with the catering needs of conferences and private functions.       |
| 2 The station waiter...            | b has overall responsibility for the bar and the restaurant.                |
| 3 The waiter...                    | c is in charge of particular areas of a restaurant and groups of staff.     |
| 4 The busboy/busgirl...            | d meets and greets customers and deals with bookings.                       |
| 5 The sommelier...                 | e recommends and pairs wines with customers' food.                          |
| 6 The host...                      | f serves and looks after customers at their tables.                         |
| 7 The banqueting manager...        | g works behind the scenes preparing for service and clearing after service. |

