

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, ¹sloppy or inattentive waiting staff. It is important therefore for all ²front-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.

