



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.

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| 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. |

