CAREER PROFILE

Waitperson

Overview

A waitperson welcomes guests, takes food and drink orders, serves meals and beverages, and provides friendly customer service in restaurants, hotels, cafes, and events.

Requirements

- □ Good communication
- □ Customer service skills
- □ Ability to work as part of a team
- □ Attention to detail
- □ Good organisation
- □ Ability to work in a busy environment

Scan to watch the role in action!

Training

No formal qualification is usually required to start. A **Certificate III in Hospitality** can provide relevant food and beverage service skills.

Career Progression

Waitperson → **Senior Waitperson** → **Shift Supervisor** → **Assistant Manager** → **Restaurant Manager**