

## Restaurant Specialist (Restaurantfachmann/-frau)

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| <b>Type of profession:</b>         | recognised training occupation  |
| <b>Type of apprenticeship:</b>     | dual vocational education and training regulated by the German Vocational Training Act (BBiG) |
| <b>Duration of apprenticeship:</b> | 3 years   |
| <b>Learning places:</b>            | company and vocational school   |

### What do you do in this profession?

Restaurants specialists (including fully qualified waiters) lay and dress tables, welcome and seat diners, give recommendations in selection of food and drinks and accept orders from diners. They serve food and drinks, calculate and collect payment. They often take part in putting together and designing of menus. In hotels, they can also work in room service. Moreover, they set up special events, e.g. weddings or banquets and ensure that everything goes according to plan.

### Where do you work?

Restaurant specialist mostly work

- in restaurants and bars
- in hotels
- in guesthouses and boarding houses.

They work in dining areas, wine cellars, and hotel rooms. In the reception area they are responsible for preparing drinks. In offices they do the daily accounts. In meeting rooms they plan and agree rosters. In outdoor restaurants restaurant specialist also work in the open air.

### What is important in this profession?

- **Accuracy and attention to detail** is absolutely necessary for accepting orders, as well as working hygienically in the kitchen, stores, or the restaurant. **Communication skills** are important to make, intensify and keep, quick and easy contacts to customers and diners. To consider special wishes and requirements of guests, you need to have a sense of **customer- and service-orientation**. Moreover, you have to be able **to work in a team**, since you need to work together with the kitchen staff.
- Conducting correspondence and contacting customers requires good expressiveness and good spelling. Therefore, **German** language skills are indispensable. Restaurant specialist also contact foreign guests, or work abroad themselves. A good basic knowledge of **English** is therefore very helpful.