

# Unit 9 — Fine Dining

## Reading: Fine Dining



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Nowadays, the hotel's restaurant is one of the most important features for guests, and has to keep the highest standards at all times. These standards are not only reflected in the food but also in the service, which should be attentive but not too intrusive.

A guest's first impression of the restaurant counts for a lot and as such preparation for the evening service begins several hours before the doors open. Waiting staff often have responsibility for keeping the restaurant area clean, which can involve a lot of work. Junior members of the F&B department will find themselves folding napkins and polishing cutlery for hours and hours before they even see a guest. After all the preparation has been done the staff can lay the table.

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**Thank you for your interest!**

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## Discussion Questions

What are the main duties of a waiter/ waitress?

What was your best / worst experience in a restaurant? What made it so good / bad?

What qualities are important in a member of the F&B department?