

Categorize
salespeople or servers
according to their
effectiveness



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According to Their Effectiveness Most people consider restaurant servers to be people who simply take orders and deliver the requested food, while periodically checking with their customers to inquire whether they need additional assistance. However, the skills needed by today's server in order to be considered effective are quite diverse. There are four specific classifications which illustrate waiter and waitress competence levels:

Grossly incompetent, mediocre, satisfactory, and stellar performer.

A server who falls under the first category, grossly incompetent, is a waiter or waitress who has their own agenda, outside of the business objectives, and fails to provide quality customer service. Having their own agenda includes socialization with constant, unauthorized visits by friends and associates, thereby forgetting about the needs of their tables. Also, grossly incompetent servers eat off of customers' plates and spit in customers' food when angry at patrons. Such a server can be recognized easily, as the tips they receive are virtually non-existent.

The second classification is mediocre, meaning that a server in this category provides basic service expectations, but never going the extra proverbial mile. A waiter or waitress in this category routinely wears improper shoes for the job, always needing to rest. A mediocre server often drops food orders off the tray and is, by nature, clumsy. Forgetting to fill condiment bottles, thus leaving customers with no ketchup or mustard, is a primary element of mediocre service potential. Such servers receive low tips, tending to illustrate that a person in this category must improve.

A satisfactory server provides the bare minimum of what is expected in their role of server, generally getting everything correct, rarely making mistakes
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such as ordering the wrong customer meals or participating in unauthorized social visitation. A satisfactory server wears the proper uniforms everyday on the job, refuses to engage in potentially negative romantic relationships with co-workers, and does not argue with superiors. Satisfactory servers generally provide a quality dining experience for customers, which can be measured by a fair receipt of tips.

Finally, a stellar performer goes above and beyond their expectations, volunteering for additional workload and overtime, never forgets to fill condiment bottles, and always creates an accurate final bill for exiting patrons. Such a server maintains a quality sense of humor and is able to build camaraderie between themselves and their dining parties. A server fitting the category of stellar performer is generally the first server requested by incoming patrons, and can be measured by the regular receipt of high tips, which is usually more money received than that of their colleagues. The key indicator of what dictates competent waitress or waiter attributes is overwhelmingly measured by the level of tips received by the server. A grossly incompetent server leaves at the end of the day with shameful tips. A mediocre server makes a little more in gratuities, but has not yet reached an adequate level of restaurant competence. A satisfactory server makes a fair amount of tips, suggesting they are performing to minimal expectations. A stellar performer makes substantial gratuities, generally outperforming other servers tip-for-tip, suggesting that such a server can, figuratively, bring home the bacon. Therefore, if you want to know what classification your server fits into, just look at the volume of tips they generate, and you can successfully foresee whether your server will be grossly incompetent, mediocre, satisfactory, or a stellar performer.

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PreWriting Stage:

Classifications:

Grossly Incompetent: Has their own agenda, lets friends come into restaurant to socialize, bad breath, writes down wrong food orders, eats off of customers plates, forgets to dress in uniform, has too many family crises, lets home issues trickle into work, spits in customers food, drinks on the job, receives terrible tips.

Mediocre: Performs serving to just under a minimal expectation, wears improper shoes (always needs to sit), often forgets the order given, establishes relationships with other co-workers, receives low tips, forgets to fill ketchup and condiment bottles, often drops items, clumsy, argumentative to authorities.

Satisfactory: Provides the minimum of what is expected, receives an average amount of tips, sometimes forgets the proper time to deliver various food orders, usually gets everything correct, denies co-worker relationships, rarely volunteers to work overtime, rarely brings family or friends into the workplace, is able to manage home issues and work issues; keeping them separate.

Stellar performer: Rarely, if ever, makes any mistakes, receives excellent tips routinely, satisfied customers, has a quality sense of humor, wears proper uniforms everyday, volunteers for additional work or shifts, never forgets condiments on table, never overcharges customers on final bill to boost tips, creates camaraderie between eating parties and the server, customers often request this particular waiter or waitress because they are so amazing, never forgets that the customers needs come first.