



Professional Waitron Lvl 2



Certification

Graduates receive DTA Short Course Certificate



Duration

2 days (16 hours)

Course Description

The Professional Waitron Level Two course is a two-day, advanced-level course designed to equip seasoned waitstaff with the refined skills, knowledge, and confidence needed to deliver service excellence in premium hospitality environments. This course builds upon foundational service training and focuses on guest-centric engagement, beverage mastery, wine and coffee service, food and beverage pairing, and professional communication.

Participants will elevate their understanding of luxury guest expectations, beverage pairing, cultural etiquette, and food service protocols while developing the soft skills required to operate in high-pressure, guest-facing roles.

Course Outcome

By the end of this course, participants will be able to:

- Explain the strategic role of the waitstaff department in guest satisfaction and property reputation
- Demonstrate professional-level customer service, complaint handling, and conflict resolution skills
- Customize guest service through advanced communication, including understanding the daysheet, guest dietary preferences, and pre-service meetings
- Deliver specialized service for wine, coffee, tea, and cheese/charcuterie, with attention to pairing, product knowledge, and presentation
- Accurately identify and describe beverage categories, including fortified wines, digestifs, and mocktails, and match them with food offerings
- Prepare for service with proper mise en place, glassware identification, and professional bar setup
- Apply waste separation and recycling protocols to promote sustainable operations
- Interpret guest body language and cultural etiquette to improve guest interaction and service precision
- Participate effectively in team briefings, communicate across departments, and uphold brand standards
- Articulate career goals and take pride in delivering service that reflects professionalism and operational excellence

Topics Covered

- Importance of the Waitron Role in Guest Satisfaction
- Advanced Customer Service & Complaint Handling
- Understanding Guest Preferences, Dining Customs & Cultural Sensitivity
- Pre-Service Meetings, Daysheet Interpretation & Task Prioritization
- Glassware Knowledge & Beverage Service Preparation
- Beverage Categories: Alcoholic, Non-Alcoholic, Aperitifs, Digestifs
- Wine Service: South African Wine Regions, Pairing, Presentation & Faults
- Coffee & Tea Service: History, Preparation Methods, Equipment
- Cheese, Charcuterie & Preserves: Types, Handling, and Presentation
- Beverage & Food Pairing: Flavor Balancing, Matching Intensities
- Environmental Responsibility: Waste Management & Recycling



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