



Professional Waitron



Certification

Graduates receive DTA Short Course Certificate



Duration

2 days (16 hours)

Course Description

The Professional Waitron course is a two-day, skills-based short learning course designed to prepare hospitality service staff for excellence in guest-facing food and beverage operations. Whether at a luxury lodge, boutique camp, or full-service restaurant, waitrons represent the guest's primary point of contact—and this training ensures they do so with polish, consistency, and pride.

The course covers all aspects of front-of-house service, from grooming and guest interaction to table setup, menu knowledge, food service, beverage service, complaint handling, and post-service protocols. It also supports learner growth through self-development planning and career goal setting.

Course Outcome

- Demonstrate professional grooming, conduct, and guest etiquette aligned with international hospitality standards
- Communicate effectively with guests, including appropriate greetings, complaint handling, and cultural sensitivity
- Prepare the restaurant area for service, including mise en place, table settings, menus, and display setup
- Deliver accurate food and beverage service, including wine, coffee, and tea presentation using proper service techniques
- Follow formal sequence of service procedures, tailored to breakfast, lunch, and dinner meal periods
- Manage dietary requests and allergy protocols, ensuring safe, informed, and inclusive service
- Apply post-service clearing, hygiene, and reset procedures, maintaining a clean and organized service environment
- Demonstrate beverage service, including knowledge of spirits, beer, wine, and hot beverages, with attention to guest preferences and presentation
- Crumb tables, replace linen, and manage spillages discreetly, upholding service flow and guest comfort
- Create a personalised self-development plan for career growth within the food and beverage or hospitality industry

Topics Covered

- Personal Grooming, Uniform Standards & Workplace Hygiene
- Guest Greeting, Communication, and Complaint Handling
- Knocking & Room Entry Procedures for In-Room Dining
- Waitron Responsibilities & Restaurant Setup (Mise en Place)
- Table Layouts, Settings, Service Styles & Menu Presentation
- Beverage Service: Spirits, Wine, Coffee, Tea & Soft Drinks
- Breakfast, Lunch & Dinner Service Sequences
- Food Allergies, Dietary Requirements & Cultural Preferences
- Post-Service Clearing, Cleaning & Storage Standards
- Waste Separation, Equipment Use, Linen Handling
- Self-Development Planning & Career Goal Setting



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