



# Waiter/waitress



## Copenhagen Hospitality College

### Waiter/waitress and party and conference waiter/waitress

The waiter or waitress often works in a busy environment. It is a job where you need to be service-minded, as you, - to a high degree - contribute to the guests' impression of the place. You need a good sense of psychology so you can adapt social conventions to the various customers.

Among other things, the waiter/waitress sets the table, accepts orders from the guests and passes the orders on to the kitchen. Then you serve the ordered menus, prepare the bill and accept payment.

You can work at many different places as a waiter/waitress, from small cafés to large restaurants.

Once you have qualified as a waiter/waitress, you can specialise as a sommelier (wine waiter) or as a bartender. You can also qualify abroad at a hotel or butler school or just search among the many international career opportunities.

A waiter/waitress education is an advantage if you want to continue as a steward, purser or as self-employed.

As a party and conference waiter/waitress, you serve at larger private parties, banquets or conferences, plan, organise and manage parties, meetings, receptions and conferences.

You can also choose to continue your education to become a waiter/waitress.

### Content of the programme

The programme begins either with a foundation programme, a new apprenticeship programme or an internship programme. The foundation programme is organised according to precisely your prerequisites, and therefore the length of the programme varies.

When you have passed the foundation programme exam and found an internship, you can begin the main programme.

You have to find an approved internship yourself, but we are more than willing to help you. We have a good job bank on our website and student counsellors who can assist you. The internship may take place in Denmark or abroad. If you choose to do your internship abroad, the student counsellors will also assist you.



## The programme for waiter/waitress has a duration of 3 years and 4 months, including the foundation programme.

The structure for stage 1, conference and party waiter/waitress and stage 2, waiter/waitress

Stage 1			Stage 2			
Foundation programme*)		Main programme 1 year and 2 months		Main programme 1 year and 8 months		
Possible internship	Theory 20 - 60 weeks	Internship	Theory 10 weeks	Internship	Theory 10 weeks	Internship **)

\*) The foundation programme can be replaced with a new apprenticeship programme

\*\*\*) Internship until the expiry of the programme period, maximum 6 months, cf. stipulations in the main regulation



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## Final examination

In order to finish your education, you must pass a final examination which takes place in the last period of theory term and is both theoretical and practical.

During the internship you will become familiar with...

## As a waiter/waitress:

- À la carte serving, including preparation, table arrangement, table decoration, various forms of serving and clearing
- Accepting various methods of payments: Cash, cheques, debit/credit cards, foreign currencies as well as making waiter reports
- Planning, preparing and running parties, banquets meetings, receptions and conferences
- Taking orders for private parties and giving advice to guests regarding menu, wine, beverages and table arrangement
- Sale, serving of guests, advice, explanation to guests and tourist advice
- Working flexibly and being part of a team



## As a party and conference waiter/waitress

- Managing sales, serving of guests, advice and explanations to guests
- Managing parties, including table arrangement, table decoration, participation in the running of larger parties, various forms of serving and clearing
- Knowledge of the company's utilisation of food products, menu plans as well as wine and liquor selection
- Accepting various forms of payment, including cash, cheques, debit/credit cards and currency
- Working flexibly and being part of a team



## Subjects at the college:

Bar and barista  
 Beverages  
 Gastronomy  
 Practical waiter/waitress work  
 Tourist theory  
 Sales and service  
 Menu and wine theory  
 Trade theory  
 Serving and party serving  
 Entrepreneurship and innovation  
 English  
 Psychology  
 Working environment  
 Holistic understanding  
 French technical terminology  
 Optional subjects

## Higher education

As a waiter/waitress, you can continue your education at Copenhagen Hospitality College:

- Various management programmes
- AP Programme in Service, Hospitality and Tourism Management
- Bachelor in International Hospitality Management

Main address/All mail must be sent to:

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