# Waiters and Waitresses

Waiters and Waitresses serve food and beverages in hotels, restaurants, cafés, clubs and dining establishments.

Scan the QR code to the right for a Job Outlook career profile with more information.

## How do employers recruit? How can job seekers find a job?

<table>
<thead>
<tr>
<th>Social media and jobs boards are the most commonly used methods to advertise for Waiters and Waitresses</th>
<th>Ask friends and family working in the industry about any job openings—it’s a good way to get a foot in the door</th>
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</thead>
<tbody>
<tr>
<td>Many employers consider applicants coming in to drop off their résumé and/or cover letter, but you need to make a good impression</td>
<td>Be confident, friendly and presentable—look the part! Approach at the least busy times of the day</td>
</tr>
</tbody>
</table>

## What personal qualities are important?

- Bubbly/energetic
- Friendly
- Welcoming smile
- Enthusiastic

"Be able to communicate well, and be polite with customers.”

(Restaurant owner)

## Tips for interviews

Be prepared to talk about:
- your previous experience (and the skills you have)
- your availability and preferred hours
- your interests and other commitments

Make sure to wear neat and tidy clothing

## Advice from employers

- “Be honest about your lack of experience, but say that you’re willing to learn.”
- “Drop in to a business to hand in your résumé in person. Appearance is key.”
- “Put the same attention into a résumé that you would put into the job.”

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Information was collected from qualitative research undertaken into employers recruiting for Waiters and Waitresses, by the Labour Market Research and Analysis Branch, Department of Employment, Skills, Small and Family Business