

Food & Beverage Service Steward

Aliases: Waiter, Buffet Steward, Food & Beverage Manager

Industry/Sector(s): Tourism and Hospitality

JOB DESCRIPTION ¹

The tasks a Food & Beverage Service Steward is expected to perform include:

- Serving food and beverages to guests of the hotel, restaurant or banquet function
- Greeting and seating the guests
- Providing the guests with requisite tableware, food and beverage items
- Clearing used dishes from the table
- Settling the customer's accounts as per procedures

WORK ENVIRONMENT ^{3, 2, 1}

- It requires physical activity
- Need not handle a team
- Travelling is not a part of the job
- Part-time work and contractual jobs may be available
- Work from home option is not available

Working hours

- Individual usually works for 5/6 days a week and 8/9 hours everyday. The organization or institution remains open and functional for 24 hours a day and 7 days a week
- Shift system is available
- Overtime may be required

Is the job suitable for a candidate with special needs?

This may vary from organization to organization

HEALTH AND SAFETY REQUIREMENTS/RISKS

- This job is not considered hazardous or dangerous
- Health risks include exposure to hot vessels, food, etc.
- Occupational hazards include burns, strains and sore muscles, stress, etc.

EDUCATIONAL QUALIFICATIONS AND TRAINING ¹

- Preferably, 10th pass
- Certified training for Food & Beverage Service Steward (programme aligned to THC/Q0301 released by Tourism and Hospitality Indian Skill Council)

KEY COMPETENCIES ¹

- Knowledge of the menu, food and beverage served
- Well-versed with storage, service and upkeep procedure for cutlery, condiments and other accessories
- Proficient in maintaining personal hygiene at the service area
- Familiar with the organizations service style for the food & beverage outlet
- Knowledge of the details of items available on the menu especially the specials for the day
- Familiar with different kinds of cutlery, plates and tableware and ways to set them on the table/counter
- Proficient in preparation and serving techniques for a basic range of drinks including tea and coffee
- Familiar with typical food and beverage service styles and types of menu used in different hospitality contexts including buffet, tray, plate and silver service

DESIRABLE COMPETENCIES ¹

- Good communication skills
- Service-oriented
- Good moral character

PERSONALITY TRAITS ¹

- Physically fit
- Good communication skills
- Service-oriented
- Healthy habits
- Good moral character
- Pleasing personality
- Polite

AVAILABLE SKILL TRAINING AND LEARNING INSTITUTES

Schools across India

AVAILABLE SKILL TRAINING SCHEMES/SCHOLARSHIPS

For scholarship and schemes, use further links like:

- <https://scholarships.gov.in/main.do>
- <http://pmkvyofficial.org/ExploreSectorSkillCouncilDetail.aspx?SSC=MjU%3d>

SAMPLE OF TRAINING AND LEARNING COURSES

http://www.ihmsrinagar.org/index.php?option=com_content&view=article&id=245&Itemid=67

CAREER PROGRESSION PATH ⁴

Food & Beverage Service Steward → Food & Beverage Service Associate → Food & Beverage Service Manager → Restaurant Manager

The progression is indicative

Transfer option

• India: Yes

• Abroad: Yes

(*This field to open the relevant job title when clicked)

EXPECTED EARNINGS ³

For candidates with experience - Rs 10,000 to Rs 16,000 per month

These figures are indicative and subject to change

REQUIRED WORK EXPERIENCE ¹

Generally, 1 year of experience required as Food & Beverage Trainee

CURRENT MARKET TRENDS ⁴

Growth and Development in the Tourism & Hospitality Sector in India

Tourism & hospitality is the third-largest segment in the service sector. It is roughly divided into 3 broad categories viz. restaurants, hotels, and travel agents or tour operators. India has moved up 13 positions to 52nd rank in Tourism & Travel Competitive Index. Given the rich historical and cultural heritage, a nationwide spread of natural beauty, and a variety of ecology and terrain across the country, India has tremendous potential of growth and development in tourism & hospitality sector.

Multiple factors are influencing the way this sector functions and one of them is the number of Foreign Tourist Arrival (FTA). E-Tourist Visa and online booking for various services has increased the number of FTA arriving in India. Another reason is Foreign Direct Investment (FDI). Tourism & hospitality sector is one of the top 15 sectors in India to receive highest FDI and this is expected to increase. International players like Vantage Hospitality, Onyx Hospitality, Goldman Sachs, and SoftBank are just some of the companies that have tied-up with Indian companies and/or are investing in this sector.

The government has also provided ample support to boost this sector. There are agreements and Memorandum of Understanding (MoU) being signed with various countries in order to promote bilateral tourism between the countries. Heritage City Development and Augmentation Yojana (HRIDAY) is a project that looks at developing certain heritage rich cities in India like Varanasi, Mathura, Vellankini, Amravati, etc. Government is also planning to cover 150 more countries under E-Visa and open another airport in NCR in order to de-pressurize Delhi airport. Another major trend that India is witnessing is the increase of medical tourism. All these factors are going to change the way the sector works and also impact the job market in India.

PROBABLE EMPLOYERS ^{1, 3}

- Hotels across India
- Restaurants across India

JOB OPPORTUNITIES IN INDIA ³

Towns and cities across India

PEOPLE'S CORNER

Coming Soon

KEYWORDS

- Food & Beverage Service Associate
- Waiter
- Waitress
- Buffet Steward

OCCUPATIONAL CODES AND STANDARDS

Standard	Code	Description
NCO 2015	5131.0401	Food & Beverage Service Steward
ISCO 2008	5131	Waiters
NIC 2008	56102; 56301; 56302; 56303	Cafeterias, fast-food restaurants and other food preparation in market stalls; Bars and Restaurants with bars; Tea/coffee shops; Fruit juice bars
QP Reference	THC/Q0301	Food & Beverage Service - Steward
NSQF	4	Not available

REFERENCES

1	www.nsdcindia.org/sites/default/files/files/Hotel-F&B_Service_Steward.pdf
2	http://socialjustice.nic.in/policiesacts3.php
3	http://www.indeed.co.in/cmp/KAVA-Hospitality-Services/jobs/Opening-Steward-Captain-86e0964a717406ba?q=food+%26+beverage+service+steward
4	http://www.dget.nic.in/upload/uploadfiles/files/publication/Des-Div-5.pdf