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## **FOOD AND BEVERAGE DEPARTMENT OF THE «KHORTITSA PALACE»: PROFESSIONAL ETHIC AND WAITER SERVICE**

The 4-star hotel and restaurant complex «Khortitsa Palace» in Zaporizhzhia city provides hotel and food services. The hotel is oriented on guests' servicing who comes with business and tourism aim [1].

The purpose of the article is the analysis in accordance with of «Khortitsa Palace» Hotel's waiter service to the international standards. The staff recruiting and job interview are performed Food and Beverage Department's manager, during the interview for the post of waiter clears up a question of English level, professional experience and applicant in accordance to the vacancy of waiter is became clear. The strong inter-personal skills for applicants for the post of waiters must have in accepting the decision to admission to the job. As a rule waiters are recruited with enough English level. The experience of recruiting the newbies and their group teaching English in the context of food and beverage by a tutor during a month using hotel funds was one of hotel experiment that practically restaurant staff development was brought.

Unfortunately studying was difficult to organize and continuous lessons because of every second day lessons, it was needed to come in their free time or waiters had to leave their working positions instead of servicing conferences, other events etc. As result shortage in waiters impacted negatively on food and beverage service and hotel services generally. In a month nobody was interested to prolong the contract with an English tutor for their own account and studying at practice professional English speaking.

The waiters' duties are 1) service restaurants, bars, banquets, conferences; 2) room service; 3) round check taken rooms and rooms for check-in once every day – to obtain tea, coffee, sugar, mini-bar, wash and dry cups, check for refrigerator. It is necessary to work fast and high-quality, not all waiters withstand standards and hotel specific features. The waiters are asked the dress code: the hotel gives an uniform of right size – a white shirt, a vest, black trousers.

The waiters sign a contract about non-disclosure of information, regularly upgrade at occupational health safety and Security Department trainings, skills development workshop at manners of eating, set-up, brew up tea, shots etc.

The professional activity of the low level of the Food and Beverage Department are stimulated: the waiters have conditions for career development – an opportunity to take up the shift supervisor position with more high payment, the personnel arrangements have several these positions in the Lobby Bar, the River Restaurant and the Breakfasts and Conferences. In addition every month the waiter personal card is funded by the percent for their service.

It is necessary to have knowledge about the business ethics with colleges and bosses and clients for succeeding professional duties in the process of the Food and Beverage services [2, p. 267–270]. The knowledge about the system of labour standards and behavior ethics links to the modern world hotel standards and national country traditions which must have been built on for the high-quality clients' service. The business ethics, the dress code, the modern manners of eating, the set-up are important for developing the skilled specialists of the Food and Beverage Department.

The relationships of waiters with the shift supervisor, the manager of the Food and Beverage Department have a subordination which is under the directly supervision of the staff of the restaurant to the managers – the shift supervisor and the manager of the Food and Beverage Department.

The relationships with coworkers are supported on the policy of equality, trust and unity in the waiter group. So, for example, according with their corporative ethics in the «Khortitsa Palace» Hotel the guests' tips are not personal waiter's comings, but the general result of work of the waiter group, and are shared on all every week. The case when

a waiter took tips himself, is considered as stealing. That's why a trust one to other and mutual aid are important policies in the corporative waiters' ethics.

There is an experience of the competition among waiters in the best guests' service and the biggest tips in the «Khortitsa Palace» Hotel. And every week the manager of the Food and Beverage Department stimulated the winner of the competition among waiters by the present from the hotel – a lunch in the restaurant, slippers, a pen, an USB flash drive, and other hotel souvenirs.

Moreover, the shift supervisor brings up newbies to speed on the long-term customers' peculiarities, for example who likes tabasco or can't eat spicy food or some behavioral problems. The waiters sign contract with position about non-disclosure of information to the third person about guests, details of work etc. Everything these form the professional ethics of the Food and Beverage Department low level.

*Keywords:* international standards, service restaurants, managers.

### **Список використаних джерел**

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