

WAITER / WAITRESS (Western Restaurant Service) 西餐侍應生

1. PREPARING FOR DUTY

值勤報到

Reporting for duty
上班報到

Finding your way
尋找方向

Grooming
儀容

Hygiene
衛生

Waiter's personal equipment
侍應生的裝備

Safety and security
安全及保險

Using the telephone
使用電話

2. CLEANING THE RESTAURANT

餐廳清潔

Cleaning equipment
清潔設備

Cleaning the floors
清潔地面

Cleaning furniture and fittings
清潔傢俬 / 裝置

Polishing silver
擦亮銀器

Related knowledge
相關的知識

3. SETTING-UP THE RESTAURANT

餐廳擺設

Polishing cutlery

擦亮餐具

3.2

Polishing glassware

擦亮玻璃器皿

3.3

Polishing crockery

擦亮瓷器餐具

3.4

Setting-out tables and chairs

桌椅的擺設

3.5

Laying a table cloth

擺放檯布

3.6

Napkins

餐巾

3.8

Table arrangements

餐桌擺設

3.9

Arranging condiments

擺放調味品

3.11

Standard covers

標準餐席

3.13

Using a service cloth

使用服務餐巾

3.22

Stocking a side board

餐具櫃的存貨

3.23

Mise-en-place for the bar

酒吧的準備工作

3.25

Mise-en-place for the buffet

自助餐的準備工作

3.27

Related knowledge

相關的知識

3.29

4. WELCOMING GUESTS

迎賓

Seating the guests
侍客入座

Serving bread
提供麵包服務

Serving water
奉上清水

Serving tea
奉茶

Knowledge
知識

Using the English language
使用英語

4.2

4.3

4.5

4.6

4.7

4.8

5. TAKING THE ORDER

落單

Taking an order
落單

Related knowledge
相關知識

5.2

5.4

6. PLACING THE ORDER

入 / 落單

Placing the order
入 / 落單

Related Knowledge
相關知識

6.2

6.4

7. USING TRAYS



使用托盤

For cutlery and crockery
餐具和瓷器餐具

For drinks
飲品

7.2

7.3

For glassware 玻璃器皿	7.5
For room service 房間服務	7.6
Using a plate as a tray 碟的使用	7.7
Related Knowledge 相關知識	7.8
8. SERVING NON-ALCOHOLIC BEVERAGES 供應無酒精飲品	
Tea: General Knowledge 茶：一般的知識	8.2
Tea in a cup 杯裝茶	8.3
Coffee: General Knowledge 咖啡：一般的知識	8.4
Coffee in a cup 杯裝的咖啡	8.5
Tea and coffee in pots 壺裝的茶和咖啡	8.6
Chinese tea 中國茶	8.8
Aerated and mineral water 碳酸水及礦泉水	8.9
Soft drinks and juices 汽水和果汁	8.11
Squashes and syrups 雜飲	8.12
9. SERVING ALCOHOLIC BEVERAGES 供應酒精飲品	
Using a hand measure 用手操作的量度器	9.2

Using an optic measure 使用量酒器	9.4
Draft beer 生啤	9.5
Bottle / can beer 瓶 / 罐裝的啤酒	9.7
Spirits 烈酒	9.9
Spirits as a long drink 長飲的烈酒	9.11
Liqueurs 利口酒	9.12
Knowledge: Still wine / table wine 知識：不含氣體的葡萄酒 / 餐酒	9.14
Serving red and white wine 端上紅 / 白酒	9.15
Knowledge: Sparkling wine 知識：有氣的葡萄酒	9.17
Serving sparkling wine 端上有氣的葡萄酒	9.19
Serving fortified wine 端上強化的葡萄酒	9.21
Alcoholic coffee specialty 酒精咖啡特飲	9.23
Glassware 玻璃器皿	9.25
10. SERVING MEALS 膳食服務	
Breakfast types 早餐種類	10.2
Serving starters on a plate 奉上碟裝頭盤	10.4
Removing starters on a plate 撤去碟裝頭盤	10.6

Serving starters in a glass 奉上杯裝頭盤	10.8
Removing starters in a glass 撤去杯裝頭盤	10.9
Serving soup 奉上湯	10.10
Removing soup plates 拿走湯碟	10.12
Serving main courses 奉上主菜	10.14
Removing lunch / dinner plates 拿走午餐 / 晚餐碟	10.15
Returned food 退回食物	10.16
Serving desserts in a glass 奉上杯裝甜品	10.17
Removing desserts in a glass 拿走杯裝甜品	10.19
Serving desserts on a plate 奉上碟裝甜品	10.20
Removing desserts on a plate 拿走碟裝甜品	10.22
Crumbing down 清潔桌上的麵包屑	10.24
Removing BB plates 拿走麵包碟	10.25
Removing condiments 拿走調味品	10.26
Silver service 銀器服務	10.27
Family service 家庭式服務	10.29
Plate Service 碟上服務	10.30

Related Knowledge 相關知識	10.31
11. PRESENTING THE BILL 呈遞賬單	
Making the bill 準備賬單	11.2
Credit card equipment 信用卡機設備	11.4
Methods of payment 付款方法	11.6
12. CLOSING THE RESTAURANT 打烊	
Collecting and sorting linen 布草的收集和分類	12.2
Electrical equipment 電器	12.3
Preparation for next service 準備下一項服務工作	12.4
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Executing the room service order 執行送餐服務	13.3
14. BUFFETS 自助餐	
Serving buffets 自助餐服務	14.2
Behind the buffet table 自助餐進行中	14.4
Types of buffets 自助餐種類	14.6

15. MEETINGS
會議

The meeting
會議

Equipment
設備



15.2

15.4