

For information on becoming a *Waiter/Waitress* see **Sources of additional information** within this brochure.

For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.

Berlin (752-5500)

151 Pleasant Street, P.O. Box 159, 03570-0159

Claremont (543-3111)

404 Washington Street, P.O. Box 180, 03743-0180

Concord (228-4100)

10 West Street, P.O. Box 1140, 03302-1140

Conway (447-5924)

518 White Mountain Highway, 03818-4205

Keene (352-1904)

109 Key Road, 03431-3926

Laconia (524-3960)

426 Union Avenue, Suite 3, 03246-2894

Lebanon (448-6340)

85 Mechanic Street, 03766-1506

Littleton (444-2971)

646 Union Street, Suite 100, 03561-5314

Manchester (627-7841)

300 Hanover Street, 03104-4957

Nashua (882-5177)

6 Townsend West, 03063-1217

Portsmouth (436-3702)

2000 Lafayette Road, 03801-5673

Salem (893-9185)

29 South Broadway, 03079-3026

Somersworth (742-3600)

6 Marsh Brook Drive, 03878-1595



For more information on this series of brochures, or to find out about our other products, contact us at:

New Hampshire Employment Security
Economic and Labor Market Information Bureau
32 South Main Street, Concord, NH 03301-4857
Phone: (603) 228-4124, E-mail: elmi@nhes.nh.gov, Web site: www.nh.gov/nhes/elmi

SOC 35-3031
NHCRN 03/09

So, you want to be a ...



Waiter / Waitress

Hospitality & Tourism

Projected to be among the occupations with the most openings
(New Hampshire Occupational Projections, 2006-2016)

Here are a few things
you should know.



Your gateway to New Hampshire workforce and career information



You'll want to know a few things about this career

Average Hourly Wage
\$9.12

Expected 10 year Growth
16%

Average Annual Openings
861

Training/Education Needed

Short On-the-Job Tips comprise a major portion of earnings; consequently, keen competition is expected for jobs in popular restaurants.

Basic Skills

Listening, writing, speaking, math, food production

Job Skills

Service orientation, active listening, speaking, writing, math, social perceptiveness, reading comprehension, coordination, judgement and decision making, instructing

So, you want to be a ...



Waiter / Waitress

Projected to be among the occupation with the most openings (New Hampshire Occupational Projections, 2006-2016)

Tasks

Source: O*Net Online

1. Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
2. Collect payments from customers.
3. Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
4. Take orders from patrons for food or beverages.
5. Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
6. Serve food or beverages to patrons, and prepare or serve specialty dishes at tables as required.
7. Prepare checks that itemize and total meal costs and sales taxes.
8. Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
9. Present menus to patrons and answer questions about menu items, making recommendations upon request.
10. Inform customers of daily specials.

Interests (Holland Code)

SEC

(Social, Enterprising, Conventional)

Interest Area

Hospitality and Tourism

Working Conditions

Comfortable, well lighted clean environment
(May stand for long periods of time, often carry heavy trays, under pressure to be fast and efficient)

Average Work Week

Hours vary
(Most work part-time and work Saturdays, evenings, and holidays)

Sources of Additional Information

NH Employment Security
(Contact office nearest you or go online to www.nh.gov/nhes/)

National Restaurant Association
1200 17th Street NW
Washington, DC 20036
www.restaurant.org

International Council on Hotel, Restaurant, and International Education
2613 N Parham Road
2nd floor
Richmond, VA 23294
www.chrie.org