

Afflictions of Waitressing

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Abstract

How do people interact with each other? Does the interaction show respect to other human beings no matter what position they may hold? Is it a practice to show a lack of appreciation to others in life when they hold a service job? These are just a few questions that come to mind when looking at how people interact with others in the different service professions.

Afflictions of Waitressing

There are so many different restaurants available here in the United States. There also happens to be a wide variety of waitresses. It is interesting that both are needed in order for the public to enjoy this type of entertainment and for it to even exist, yet waitressing is one of the most undesired positions out there. Wonder why? The position of waitressing is one where women are willing to serve others. What a waitress is given in return for her service with certain customers is degrading and disrespectful responses in many forms. A waitress is an unappreciated worker

Hard Work

The first reason a waitress is unappreciated is that she works long hours for low pay. Most women working as waitresses end up working several shifts in order to get the money needed to just survive. From the time a waitress arrives on the job it is nonstop and the influx of customers can vacillate into the extremes on and off the entire shift. There is plenty of work to be done behind the scenes by the waitress in order to accomplish for the customer the good service they deserve. Behind the scenes work can include and is not limited to the preparation for all side dishes, keeping condiments filled, and making sure the dates on all foods are current. The waitress needs to communicate effectively to the chef about how the customers, each one individually, desire their food, as well as making sure that what is ordered is what she serves. It is in this area of service where a waitress is subjected to the degrading and disrespectful actions. The service delivered by the waitress is a vital part of her gratuity, and as with all jobs there are unfortunately waitresses who ultimately do not deliver good service. This lacking of good service from a waitress will affect her gratuity as well as other waitresses. However, there is another aspect that has impact on her gratuity and that is the economy. People will continue to

go out to eat when the economy is on the down swing. Although the decision to continue going out to eat remains, the amount of times people chose to do so will change along with their choice of restaurant. The ramifications involved with all this change does end up trickling down to the waitress' gratuity. The majority of a waitress' income relies on the steadiness of her customers, the consistency of their gratuity, but most importantly is the practice of the fairness in leaving the gratuity. Between the long hours, and the hard work invested, the dependence on a fair gratuity is a necessary for her and it does make all the difference.

Lower Class

The second reason a waitress is unappreciated is that she is treated like a lower class citizen. Waiting tables where there are customers who treat her as if she is below them with their condescending attitudes, their looks, and comments is very degrading and disrespectful. The degrading, and disrespectful treatment is popular among a variety of customers. Whether the customer is wealthy or poor will not make a difference as to how they show this treatment to the waitress. This more than likely has a lot to do with the human element which is known as arrogance and it will usually manifest itself when a waitress becomes part of the equation. However, when a waitress is the recipient of disrespectful and degrading acts as a practice, the fulfillment this position provides for her is quickly depleted. The hurt that is generated from these acts penetrates deeply within her. It takes a mature, strong minded and solid person to withstand these types of acts. Even with a mature, strong minded and solid type of person it is still going to be a struggle to overcome the acts when confronted with them on a daily basis. A waitress must have the ability to serve this type of customer on a continuous basis with their actions, while serving many other customers all at the same time and be able to hold her head high.

Composure

The third reason a waitress is unappreciated is that she has to keep her composure at all times. Try keeping control when waiting tables and a customer has a problem with the service or their food. There are definitely times when customers are going to be dissatisfied with the service. It is the job of the waitress to give her best service at all times. On the other hand there are the situations where no matter how the waitress responds she not only lacks the ability to rectify the service situation, but struggles to maintain her composure. Composure is an issue as well with situations where customers are dissatisfied with their food. In situations with food dissatisfaction a waitress uses discernment in order to determine whether the complaint is legitimate or are they doing it this just to get a free meal. When waitressing it is important she remembers to be professional as she is representing a business. However, there is nothing like being a pressure cooker while having to serve the many needs of others. Sometimes waitresses are expected to handle situations in which keeping composure becomes a necessity for no other reason than to keep her job. These are some situations where composure plays a major role, how it is achieved is different for all. The important part is that it is applied appropriately in any given situation, and once this behavior is achieved then the waitress becomes seasoned.

Seasoned

When in the service profession of waitressing where being an unappreciated worker can take it out of her, and deplete her in many ways. This issue is one that needs to be handled differently with each waitress. An important thing to remember when being unappreciated is using the qualities of maturity, having a strong mind and being a solid person in order to strengthen the core of the waitress. It is a fact that being unappreciated always will be a part of life and it does not only happen to the waitress. These types of scenarios which create that

feeling really are to be used as building blocks in developing character which will season the waitress or others for future experiences whether in the job or in life.