

20th May, 2022 Friday

Dear diary,

By 5A Ng Ka Yan, no 19

Today was my last day to work in the Caté East. I have mixed feelings about leaving this restaurant. There were colleagues who took great care of me. We were like a family. I remembered when I first came to work, they carefully taught me the work procedures, for example how to use the cash register.

My job was to place orders for guests, deliver meals, clear tables and checkout. I think the hardest part was the checkout part because many times, guests have multiple different coupons and different payment methods. Also, different coupons were used in different ways, so it was easy to confuse me. Fortunately, my colleague guided me by my side.

During the two years of work, I have benefited a lot from enriching my work experience. When facing customers, I knew how to receive and communicate with them. Learn to treat guests with patience and courtesy, make their dining experience enjoyable. Also, I know how to order food and use the cash register properly. In addition, I learned the basic operation of a restaurant.

Most importantly, I learnt about teamwork and division of labour among restaurant staff. When the customer cancels the order or changes the order, the waiter should notify the kitchen department immediately to avoid mistakes.

I remembered one time during a busy time when we were overwhelmed by many customers which has resulted in extended mealtimes which has affected our kitchen department. One customer expressed dissatisfaction with the long waiting time and scolded us, on why he had waited 10 minutes for the meal. Then he left the restaurant angrily. After this incident, whenever I go to the other restaurant for meals, I will not urge them to serve quickly, because I understand their difficulties.

Although I have left this restaurant. I am sure I will meet my colleagues again because I will be visiting them soon. Thanks again for their care.