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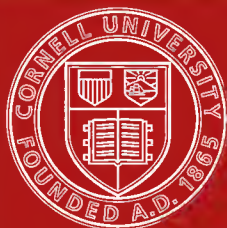


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**U. S. DEPARTMENT OF LABOR**

W. B. WILSON, Secretary

**BUREAU OF LABOR STATISTICS**

ETHELBERT STEWART, Commissioner

# DESCRIPTIONS OF OCCUPATIONS

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# HOTELS AND RESTAURANTS



WASHINGTON  
GOVERNMENT PRINTING OFFICE  
1921

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## **DESCRIPTIONS OF OCCUPATIONS: HOTELS AND RESTAURANTS.**

### **INTRODUCTORY STATEMENT.**

These descriptions of occupations are based on investigations, including private interviews and correspondence, extending over a wide area.

The occupational names in the hotel and restaurant industry are for the most part clearly defined and used in every part of the country. The difference lies in the scope of the duties assigned to persons engaged in the various occupations in different establishments, but this difference appears to be more a question of size and type of establishment than of the section of the country in which the establishment is located. An effort has been made in the following descriptions to define the duties of each occupation so broadly that the main variations may be included.

The users of these descriptions are urged to send to the Bureau of Labor Statistics all suggestions and criticisms as they arise, so that eventually there may be developed a national standard of occupational descriptions.

### **Acknowledgment.**

The Bureau of Labor Statistics wishes to thank all those who have contributed to the compilation of these descriptions. So many individuals and representatives of various organizations have been consulted that it is impossible to make special mention of such services.

## PREFATORY STATEMENT.

### IMPORTANT.

The objects of these descriptions are to furnish definitions of the various hotel and restaurant occupations, so that specifications for help may be made uniform, and to furnish a means by which the prospective employee may be informed as to the nature of the work he will be expected to do.

Each occupation has been described under the most generally accepted title. The descriptions have been carefully prepared with the view of stating clearly and briefly what each occupation requires in the way of performance and qualifications, so that a foreman or employment manager can readily specify the help wanted and can pick the worker best fitted to fill the position.

Without such standard definitions advertisements and appeals from the various Government departments or from a central employment agency would lose their effectiveness, especially when the recruiting is nation-wide.

The statement of actual requirements under the heading of "Schooling" does not have reference to those already working, but should be interpreted to mean that no one should enter the specified position at the present time without having the equivalent of the stated schooling. "Common school" signifies the completion of the common-school course.

### Directions for using descriptions and code words.

**INDEX:** In order to find any given occupational description in hotels and restaurants, use the **INDEX**.

**CODE WORDS:** Each description has a code word which, when communicated to any person who has access to these descriptions of occupations, will enable him to ascertain exactly what is called for by referring to the description indicated by the code word. (See Code words.)

If an employee is wanted who has training sufficient to do work in any two or more occupations described, the code words of these descriptions should be combined to indicate the combination of qualifications. For example, the code word designating **CLERK, INFORMATION** and **CLERK, ROOM** (see pages 10 and 11) would be **CUTTER-CABARET**.

## DESCRIPTIONS OF OCCUPATIONS.

### **BAKER, ASSISTANT.**

### **BARKER.**

**Description:** Does all kinds of bread and simple pastry baking under the direction of the head baker. In a large hotel or restaurant he may be required to make only one type of bread.

**Qualifications:** He should have a knowledge of flour and yeast and experience in making one or more types of bread; must understand how to build and maintain fires for baking.

**Schooling:** Common school; preferably high school.

### **BAKER, HEAD.**

### **BARLEY.**

**Description:** Has complete charge of the bakery, ordering all supplies and hiring his assistants. Where no pastry chef is employed he is responsible for the making and baking of simple pastry, as well as all types of bread.

**Qualifications:** A thorough knowledge of all kinds of flours, of yeast, and of the preparation, mixing, and baking of all types of bread and simple pastries. He must have had long experience as a baker; must have ability to hire men and to deal with them intelligently.

**Schooling:** Preferably high school.

### **BAKER'S HELPER.**

### **BARONY.**

**Description:** Assists the baker, preparing materials, and assisting in the mixing and baking of breads. He is usually responsible for cleaning the bakery after the work is finished for the day.

**Qualifications:** He should be neat in appearance and habits, should have a desire to become a baker, and be willing to work under the direction of the baker.

**Schooling:** Common school.

### **BELLMAN, CAPTAIN OR HEAD.**

### **BARREL.**

**Description:** Has charge of the bellmen, assigning the work to them, and assists the guests of the hotel as required.

**Qualifications:** He must be neat in appearance and habits, be courteous, and be able to handle men.

**Schooling:** Common school.

### **BUS BOY.**

### **BARRET.**

**Description:** Assists the waiters or waitresses, putting clean linen on the tables, setting up the service, bringing guests menu, water, bread, and butter, and removing the soiled dishes; keeps salt, pepper, sugar, butter, and water containers filled and clean. This position is usually an apprenticeship for a waiter's position.

**Qualifications:** Must be neat and quick. Young men are usually employed, although girls are occasionally employed, especially in cafeterias.

**Schooling:** Common school.

**BUTCHER.**

**Description:** Cuts the meat into proper cuts for cooking; often cleans and prepares fish and poultry for cooking; and is entirely responsible for the meat storeroom or ice chest, and for keeping a sufficient supply of meat on hand.

**Qualifications:** He must be an experienced butcher, familiar with the various cutting and boning operations, and must have a knowledge of the different qualities of meat.

**Schooling:** Common school.

**BASKET.****CASHIER, DINING ROOM.**

**Description:** Receives the money in payment for all meals served in the dining room, either through the waiters or directly from the customers, according to the custom of the establishment. Verifies the totals on food checks and keeps an account of checks and money received.

**Qualifications:** Must have a knowledge of simple bookkeeping and accounting, be experienced in rapid and accurate calculation, be able to make correct change and to detect counterfeit money. Women are usually employed.

**Schooling:** High school.

**CROCUS.****CASHIER, HOTEL.**

**Description:** Keeps all the records of expenses incurred by guests, makes out guests' bills, and receives payment for them.

**Qualifications:** A knowledge of simple bookkeeping, accuracy and speed in handling figures, ability to make correct change and to detect counterfeit money. Must be neat in appearance and have a good memory for faces and names.

**Schooling:** High school.

**CRUISE.****CHECKER.**

**Description:** Tallies up the food taken to the dining room on the waiter's tray with the order shown on the check and marks the prices on the check. In cafeterias counts up the food purchased by the customer and issues a check for the amount to be paid. Sometimes acts as cashier, receiving payment for the meals.

**Qualifications:** A knowledge of simple bookkeeping and accounting; experience in rapid calculation. Women are usually employed.

**Schooling:** Preferably high-school or technical-school training.

**CRUSTY.****CHEF.**

**Description:** Has entire charge of the kitchen and kitchen help and sometimes of the pantry; confers with the steward regarding the menu for the day and places with him orders for materials needed.

**Qualifications:** A thorough knowledge of food values and balanced meals, and of cooking, and ability to prepare unusual and especially appetizing dishes. He must have the ability to deal with and handle men.

**Schooling:** Preferably college training.

**CRUTCH.****CHEF, ASSISTANT.**

**Description:** Is the general assistant to the chef, assuming his duties when he is absent and taking charge of the entire kitchen at such times.

**Qualifications:** He must have a thorough knowledge of cooking and be able to prepare all kinds of food.

**Schooling:** High school.

**CUCKOO.**

**CHEF, PASTRY.****CUPOLA.**

**Description:** The pastry chef is responsible for creating and supervising the making and baking of all pastry.

**Qualifications:** A thorough knowledge of the different types of flour and other ingredients used and ability to mix properly and bake all kinds of pastries.

**Schooling:** High school.

**CHEF, SPECIALTY.****CURFEW.**

**Description:** The specialty chef is one who by experience is skilled in the preparation and cooking of any one class of food.

**Qualifications:** He must understand how to maintain his fire in the proper condition for cooking his specialty, and must have a thorough knowledge of the preparation and mixing of materials used for the different classes of foods.

**Schooling:** Preferably high school.

**NOTE.**—In specifying a specialty chef under this group it will be necessary to use the code word indicating the particular type of work to be done, as given in the following list. If the code word for "chef, specialty" is used, it is understood that the employer will give the necessary training for the position to which he is to be assigned.

<b>BROILER CHEF</b> .....	<b>BATTEN.</b>
<b>CAKE CHEF</b> .....	<b>CUSTOM.</b>
<b>DESSERT CHEF</b> .....	<b>DIVER.</b>
<b>FISH CHEF</b> .....	<b>FATHOM.</b>
<b>FRY CHEF</b> .....	<b>FAUCET.</b>
<b>ICE CREAM CHEF</b> .....	<b>IMPART.</b>
<b>SALAD CHEF</b> .....	<b>STONE.</b>
<b>SAUCE CHEF</b> .....	<b>STRAY.</b>
<b>SHORT ORDER OR EGG CHEF</b> .....	<b>SUCH.</b>
<b>VEGETABLE CHEF</b> .....	<b>VAULT.</b>
<b>WAFFLE OR GRIDDLE CAKE CHEF</b> .....	<b>WHIP.</b>

**CLERK, INFORMATION.****CUTLER.**

**Description:** Furnishes guests with information concerning the city, answering questions on local affairs, such as attractions at the theaters and other amusements, churches, clubs, places of historic and local interest, etc.

**Qualifications:** A thorough knowledge of the city, streets, car lines, and places of interest, and of the time schedules of the railroads entering the city. He must have a neat and attractive appearance and have tact and patience.

**Schooling:** High school.

**CLERK, KEY AND MAIL.****CUTLET.**

**Description:** Keeps and hands out the room keys to the guests, and receives, sorts, and distributes all the guests' mail.

**Qualifications:** Must have a neat and attractive appearance and have a good memory for names and faces.

**Schooling:** High school.

**CLERK, ROOM.****CABARET.**

**Description:** Assigns rooms to guests, keeps the record of guests occupying rooms, and adjusts all complaints made by guests. He is the chief clerk of the hotel.

**Qualifications:** He must have a neat, attractive appearance, a pleasing personality and tact and patience; must have a knowledge of bookkeeping and have a good memory for names and faces.

**Schooling:** High school.

**COLD MEAT MAN.****CABINET.**

**Description:** Carves all sorts of cooked meats and prepares them for service in slices and for fancy dishes.

**Qualifications:** Must have skill in the carving of all kinds of meat.

**Schooling:** Common school.

**COOK, GENERAL ASSISTANT.****CABMAN.**

**Description:** Prepares and cooks different kinds of food under the direction of the chef.

**Qualifications:** Must have had experience as a cook and know how to build and maintain fires at the proper heat for cooking.

**Schooling:** Common school.

**COUNTER MAN.****CACTUS.**

**Description:** Serves food behind a counter in a restaurant. He either serves it to the customer or to the waiters who carry it to the customer. If he serves it to the customer sitting at the counter, he is responsible for setting up the service, procuring the food ordered, issuing the check, and clearing away the dishes.

**Qualifications:** He must be neat in appearance and be a rapid worker. The work is light, but requires constant standing. Men and women are employed.

**Schooling:** Common school.

**ELEVATOR OPERATOR.****ENTIRE.**

**Description:** Operates the controlling devices of the elevator for starting and stopping.

**Qualifications:** Must be careful, neat, and courteous and must have a license from the city authorities. Men and women are employed.

**Schooling:** Common school.

**ELEVATOR STARTER.****EQUITY.**

**Description:** Has charge of a battery of elevators, spacing the elevators going up and down the shaft so that they will be as nearly an equal distance apart as practicable.

**Qualifications:** He must be a skilled elevator operator and be able to make all minor adjustments to the machinery. Should have some knowledge of electrical machinery and appliances. Must be neat in appearance and courteous in manner.

**Schooling:** Common school.

**GARDE MANGER.****GOURD.**

**Description:** Prepares all sorts of food (except the paring of vegetables) for cooking. This food may be either raw or cooked.

**Qualifications:** He must have a thorough knowledge of the make up of all sorts of fancy dishes and be able to prepare them for cooking.

**Schooling:** Preferably high school.

**GENERAL WORKER, KITCHEN, FEMALE.****GRAB.**

As follows: Cook's helper; dish scraper or picker; dishwasher, hand; dumb-waiter operator; pantry woman; silver and glass washer; steam-table server; vegetable parer.

**Description:** Does such work as is indicated by the occupational names shown above, or other work in a kitchen of a hotel or restaurant that does not require a long period of training.

**Qualifications:** Good health and average ability.

**Schooling:** Common school.

**Note.**—In specifying a worker from this group use the code word for "general worker, kitchen, female." If a worker is wanted with experience in any particular operation, add the name of the occupation to the code word (Grab) above.

**GENERAL WORKER, KITCHEN, MALE.****GRACE.**

As follows: Cake baker; cook's helper; dish scraper or picker; dishwasher, hand; dishwashing machine operator; dumb-waiter operator; garbage man; ice chopper; pantry man; pot or pan washer (scullion); steam-table server.

**Description:** Does such work as is indicated by the occupational names shown above or other work in a kitchen of a hotel or restaurant that does not require a long period of training.

**Qualifications:** Good health and average ability.

**Schooling:** Common school.

**Note.**—In specifying a worker from this group use the code word for "General worker, kitchen, male." If a worker is wanted with experience in any particular operation, add the name of the occupation to the code word (Grace) above.

**GENERAL WORKER, OUTSIDE KITCHEN, FEMALE.****GRADE.**

As follows: Laundry help; machine operator; maid, bath, etc.

**Description:** Does such work as is indicated by the occupational names shown above or such other work in a hotel that does not require a long period of training.

**Qualifications:** Good health and average ability.

**Schooling:** Common school.

**Note.**—In specifying a worker from this group use the code word for "General worker, outside kitchen, female." If a worker is wanted with experience in any particular operation, add the name of the occupation to the code word (Grade) above.

**GENERAL WORKER, OUTSIDE KITCHEN, MALE.****GRAFT.**

As follows: Bellman; cleaner; door man; house man; laundry help; linen-room man; machine operator; page; porter, baggage; porter, cleaning; porter, hall; runner; timekeeper; yardman.

**Description:** Does such work as is indicated by the occupational names shown above or other work in a hotel that does not require a long period of training.

**Qualifications:** Good health and average ability.

**Schooling:** Common school.

**Note.**—In specifying a worker from this group use the code word for "General worker, outside kitchen, male." If a worker is wanted with experience in any particular operation, add the name of the occupation to the code word (Graft) above.



**HOUSE DETECTIVE.****HIKE.**

**Description:** Mingles among the guests in the hotel to watch for sneak thieves and pickpockets, and to guard against immorality, gambling, and the illicit sale of liquor in the house. At night he acts as a general night watchman.

**Qualifications:** He should be courteous in manner, yet able and willing to enforce his authority. His personal appearance and manner should be such as will enable him to mingle with the guests of the hotel without his purpose being detected. He should be physically strong, have good physical and moral courage, and have had experience as a policeman or detective on a regular city police force.

**Schooling:** At least common school.

**HOUSEKEEPER.****HILL.**

**Description:** Supervises the work done by the assistant housekeepers, inspectresses, maids, linen-room employees, and seamstresses. She arranges the schedules of working hours, and is responsible for keeping up the supply of linen. In a large hotel her work is almost entirely executive and supervisory, but in a small hotel she must frequently take direct charge of the linen room and inspect the work of the maids.

**Qualifications:** She must be able to select employees wisely and to manage women employees so as to have the work done efficiently and harmoniously. She must have a knowledge of the value of household linens and be able to keep records and accounts of stock.

**Schooling:** Preferably high school.

**HOUSE SUPERINTENDENT.****HINGE.**

**Description:** Has general supervision over the bellmen, pages, baggage and lobby porters, door men, house men, and mechanics; is responsible for hiring all men and arranging their hours of work.

**Qualifications:** He must know how to select men intelligently and have executive ability sufficient to handle the employees under him; must be able to keep records; and must have had experience in a large hotel.

**Schooling:** Preferably high school.

**INSPECTRESS.****IMPOSE.**

**Description:** The forewoman of a group of maids in a large hotel; is responsible for seeing that all rooms "made up" by the maids under her supervision are properly cared for; is also responsible for the personal appearance of the maids. The terms "inspectress" and "assistant housekeeper" are practically synonymous except in a very large hotel, where the "assistant housekeeper" simply assists the "housekeeper" in her general supervision.

**Qualifications:** She must have ability to manage maids so that the necessary work may be done efficiently and harmoniously.

**Schooling:** Common school.

**LINEN-ROOM WOMAN.****LURCH.**

**Description:** Keeps all household linen in order, gives out linen to maids and to dining-room help, counts and lists soiled linen, and sorts and puts away fresh linen. In large hotels men are often employed to count and list soiled linen and take it to and from the laundry. In small hotels the linen-room woman acts also as seamstress.

**LINEN-ROOM WOMAN—Concluded.**

**Qualifications:** She should be able to keep a record of supplies on hand and new supplies needed, to supervise the work of the maids, and to do plain sewing.

**Schooling:** Common school.

**MAID, PARLOR.****MURKY.**

**Description:** The parlor maid has charge of the public parlor, keeping it dusted and in order. She also acts as attendant in the women's public rest rooms. She performs any service desired by guests in the parlors and acts as personal maid for guests in their rooms.

**Qualifications:** She should have had some training as a lady's maid and be neat and attractive in appearance.

**Schooling:** Common school.

**MAID, ROOM.****MULGT.**

**Description:** The room maid is responsible for the "making up" of a certain number of rooms, including making the bed, running the carpet sweeper over the floor, dusting the furniture, and generally cleaning a room.

**Qualifications:** She should be able to make beds skillfully and to sweep and dust the rooms properly.

**Schooling:** Common school.

**MAITRE D'HOTEL.****MUSTY.**

**Description:** Acts as head buyer for the hotel; has charge of the entire culinary and dining-room service departments, hiring the stewards, head waiters, chefs, and head bakers; arranges all social functions such as banquets, conventions, etc.

**Qualifications:** He must have had training and experience in purchasing, especially food products; should have had considerable experience as a steward; should have executive ability and be able to meet guests tactfully.

**Schooling:** High school.

**OYSTER MAN.****OBLONG.**

**Description:** The oyster man spends all of his time shucking oysters.

**Qualifications:** He must be skillful in the use of the shucking knife, and be neat and clean in appearance.

**Schooling:** Common school.

**PORTER, HEAD.****PAISLEY.**

**Description:** Supervises the work of the baggage porters, and sometimes owns and operates the taxis and pleasure automobiles rented to the guests.

**Qualifications:** He must have executive ability, be courteous in his manner, and be able to inform guests in regard to places of interest—churches, theaters, etc.

**Schooling:** Common school.

**SEAMSTRESS.****SURE.**

**Description:** Does any kind of plain sewing; repairs and darns old linen; makes and repairs simple dresses or aprons for maids, waitresses, bus boys, cooks, and kitchen help.

**Qualifications:** She must have ability to do any kind of plain sewing and to so cut the material that there will be a minimum of waste.

**Schooling:** Common school.

**SILVER MAN.****SURREY.**

**Description:** Supervises the cleaning and washing of silver and has charge of the repair and replating of the silver.

**Qualifications:** He must be familiar with the use and care of buffing and polishing stands, and roughing, polishing, buffing, and finishing wheels of various kinds; must be expert in all phases of gold and silver plating; and must have executive ability.

**Schooling:** Preferably high school.

**STEWARD.****SWIM.**

**Description:** Acts as purchasing and distributing agent for all supplies used, and has direct supervision over the storeroom; frequently has general supervision over the dining room, pantry, kitchen, and mechanical departments; is usually responsible, after consultation with the chef, for making up and getting printed the menus for the day. In large first-class hotels, when a maitre d'hotel is employed, there may be several stewards, each responsible for one particular part of the general steward's work.

**Qualifications:** He must be able to buy with economy; must have a knowledge of simple bookkeeping; and must have ability to supervise the work of the employees under him.

**Schooling:** At least high school.

**STOREROOM MAN.****SYNOD.**

**Description:** Has charge of the storeroom, giving out supplies to the kitchen, keeping account of the stock on hand and giving orders for supplies to the steward.

**Qualifications:** He must be able to keep accurate records of the supplies issued to the kitchen and of the amount on hand. Should have a knowledge of the proper handling and storage of foods.

**Schooling:** Common school.

**TELEPHONE OPERATOR, JUNIOR.****TRIBE.**

**Description:** Takes charge of a private branch exchange, small toll line, or small central station.

**Qualifications:** She should be a graduate of the operators' school, be familiar with making subscribers' line connections, able to give subscribers information, and to do toll-line operating. She must be courteous, have a good clear voice, and be quick and accurate in making service connections.

**Schooling:** Preferably high school.

**Note.**—The junior telephone operator is a recent graduate of the operators' school but who has not had sufficient experience to take charge of the more important stations.

**UPHOLSTERER.****UPPER.**

**Description:** Repairs and re-covers upholstered furniture.

**Qualifications:** He must be able to cut the material, put in springs and fillings, make tufts and pads, and sew the material in place. He should have had experience in a furniture factory.

**Schooling:** Common school.

**WAITER.****WHIR.**

**Description:** The waiter is responsible for serving guests at a certain number of tables, taking the orders, bringing in the food ordered, keeping fresh linen on the tables, etc.

**WAITER**—Concluded.

**Qualifications:** He must have had training in the correct setting up of a table and the serving of food; must be clean and neat in appearance, be quick, and have a good memory. This work requires constant walking and the carrying of heavy trays. Men and women are employed.

**Schooling:** Common school.

**WAITER, CAPTAIN.****WHISK.**

**Description:** An assistant to the head waiter, taking entire charge during his absence; has direct supervision over a portion of the room, seating the guests, supervising the work of the waiters, and looking after the general comfort of the guests.

**Qualifications:** He must have a thorough knowledge of the proper setting of a table and of other duties of waiters.

**Schooling:** Common school.

**WAITER, HEAD.****WHITE.**

**Description:** Has entire charge of the dining room, supervising the work of waiters and bus boys, and arranging their working hours. With the assistance of the captains, he seats the guests at the tables, keeping a general oversight over their comfort. He also makes arrangements for special parties.

**Qualifications:** He must have a thorough knowledge of the proper setting of a table and must have executive ability.

**Schooling:** Common school.

**WAITER, ROOM OR STAND.****WHOLE.**

**Description:** A room waiter carries food to the guests in their rooms and sets up the table. He usually removes the dishes from the room after the meal.

**Qualifications:** He must have had training in setting up a table and serving food; must have a clean and neat appearance, be quick, and have a good memory. This work requires constant walking and the carrying of heavy trays. Men and women are employed.

**Schooling:** Common school.





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