
Research Title: Development of Food and Beverage Waiters Performance in the kingdom of Saudi Arabia Hotels( Application to Main Restaurants in First Class A Hotels In Riyadh City

Abstract

The Supreme Commission for Tourism and Archaeology in the hotel sector in the Kingdom of Saudi Arabia exerts its utmost efforts to upgrade it, especially as it harbors an extensive workforce. Thus, it is possible to eliminate part of the unemployment problem which the youths suffer. Every new hotel room established leads to direct and indirect employment of workers. Educated open tourism and the influx of foreign tourists revealed the problem of the weakness of the skills of food and beverage waiters at main restaurants of 1st class A hotels. That became clear after feedback full of complaints and comments of hotel unemployment problem which the youths suffer. Therefore, this study sheds light on the necessary skills of food and beverage waiters at main restaurants in hotels and tries to find ways to develop and upgrade them by following the descriptive method of research which depends on the distribution and analysis of questionnaires in addition to holding many personal interviews with those employees to collect as much and variable data as possible to find out the points of strength and the points of weakness. Many scientific references are also used in the study. A number of conclusions and recommendations has been reached, most important of which establishing training departments in those hotels responsible for training processes in different hotel departments, especially food and beverage department and developing and upgrading its employees'
skills concerning processes of setting the food hall and running and closing it.

**Key Words:** Unemployment-Training Centres-Performance