



Job description

Job Title: Restaurant Waiter/ess

Department: Restaurant

Responsible to: Restaurant Supervisor

Hours of Work: To business requirements

Overall Job Purpose:

To assist the restaurant supervisors in the smooth running of the restaurant by serving station of tables with food and wine as required. To provide an outstanding service to the guests, conveying a warm welcome and friendly atmosphere coupled with professional and efficient service.

Responsibilities:

- To be ready for work in the correct uniform at all times on the rota.
- To ensure that all equipment required for service and tables and chairs are in good order, checking for cracks and chips in china and glassware.
- To be fully conversant with all aspects of the menu, including ingredients used and methods of production.
- To carry out a complete mise-en-place according to the Restaurant Standards Manual.
- To attend briefing sessions held before each meal service period.
- To be fully conversant with the manual order-taking system.
- To maintain a high standard of personal hygiene and appearance, ensuring that the menu standard of grooming and uniform is as stated in the Restaurant Standards Manual.
- To inform the Supervisor / Duty Manager of any difficulties experienced with guests or colleagues.
- To handle all crockery and glassware items in such a manner as to minimise the risk of damage.
- To be aware of the Hotel's licensing regulations and act accordingly to them.

- To be aware of and comply with Company Health and safety and Fire Procedure Policies.
- To work in any other F&B outlet, as may be requested from time to time.
- To carry out restaurant cleaning duties as required.
- To carry out any other reasonable requests as made by the Restaurant Supervisor.

**Special
Circumstances:**

- To carry out any other reasonable requests.

**Qualifications,
Experience &
Expertise:**

Customer Service and previous Restaurant experience essential
Basic food hygiene qualification
Excellent communication skills