



JOB DESCRIPTION

JOB TITLE: Waiting Staff

REPORTING TO: Restaurant Manager/Assistant Restaurant Manager

MAIN FUNCTIONS OF THE JOB:

To serve members and guests courteously, efficiently and in a manner appropriate to the standards expected in a high quality restaurant.

Note: In addition to the duties and responsibilities listed the jobholder is required to perform such other duties as may be assigned by senior management from time to time.

MAIN DUTIES:

- Generally assist in the preparation of the restaurant for service.
- Ensure that the sideboard is adequately and suitably stocked in relation to the daily menu. This duty also includes making sure that station tables are correctly laid and that the gueridon (stocks cutlery etc) is correctly equipped.
- Take orders from members and guests.
- Be knowledgeable of menu items, their accompaniments and the correct method of service.
- Ensure that members and guests are served as efficiently and quickly as possible.
- Refer all complaints to the Restaurant Manager or Assistant.

ESSENTIAL SKILLS:

- Exceptional interpersonal skills.
- Able to maintain a positive relationship with guests colleagues.
- An upbeat, positive attitude.
- A pro-active attitude with the ability to work unsupervised.
- A high level of flexibility with the role and working hours.
- To be a team player.
- Commitment to exceptional customer service.
- Good communication skills with the ability to communicate in clear and concise English.
- Methodical and attentive to detail.
- Previous experience in a customer service environment.
- Positive and upbeat attitude.
- A high level of personal integrity.
- A strong work ethic with a passion for exceeding expectations.
- Show respect and appreciation to all.
- Encourage and contribute toward a culture that supports everyone to be the best that they can be.

I have received a copy of this job description and fully understand the requirements and activities listed within.

Signed: _____

Date: _____