

Restaurant Waiter/ess

Job Description

Position: Restaurant Waiter/ess **Department:** Marco Pierre White **Reporting to:** Restaurant Manager

Job level: Entry **Contract:** Permanent **Hours per week:** 16

Job purpose: To work in a busy branded restaurant, following the businesses brand standards. Working with the current team to produce great customer service, and deliver high standards.

Job Description

We are looking for an experienced Waiter/ess to complete our dynamic and lively team and become a part of the exciting Marco Pierre White brand.

Main Objectives:

To provide a first class service to hotel guests and customers
To ensure that you can deliver a good level of product and food knowledge for guests when requested

Summary of Duties:

- To ensure complete customer satisfaction, including setting tables, clearing tables, polishing china & cutlery, taking orders, waiting tables, & bar service
- To develop knowledge of the menu including ingredients, allergens, cooking process, service style, etc
- To actively work with others within the department and other business areas.
- To adhere to all company policy and procedure, health & safety, hygiene, licensing handbook and Marco Pierre White brand standards & uniform.
- To process payments using the POS system, for transactions of credit card, room charge and cash.
- To actively resolve any customer queries or issues and report these to the line manager.
- To undertake any cleaning or preparation work as directed

Benefits of being a part of our team:

- Service charge on top of hourly wage
- Entitled to 50% discount at all other Marco Pierre White restaurants, following successful completion of your probationary period
- Uniform provided
- Paid holidays, earned on a pro-rata basis
- Complimentary use of hotel fitness facilities, discounted hotel rooms at Doubletree by Hilton Milton Keynes
- Become part of an exciting and passionate team; further training and career progression within the hotel or the Marco Pierre White team

Behavioural Indicators:

- **Functional Skills** (Communication) Entry
- **Personal Attributes** (Confidence & Commitment) Expert
- **Personal Attributes** – (Resilience) Skilled
- **Personal Attributes** – (Self-Development) Entry
- **Personal Attributes** – (Respect for others) Expert
- **Personal Attributes** – (Integrity and Trust) Entry
- **People Skills** – (Skilful Conversations) Entry
- **Delivery at Pace** – (Passion for Customers) Entry
- **Personal Attributes** (Understands the processes within their own role that are necessary to get the job done)