

## Job Description

**Role:** Waiting staff

**Reporting to:** Restaurant & Bar Manager

## Who are we?

Marco Pierre White is an acclaimed chef, restaurateur and TV personality. He has restaurants across the UK under different concepts namely Marco Pierre White Steakhouse Bar & Grill, Marco's New York Italian, Wheeler's of St James's, Mr. White's English Chophouse, Koffmann & Mr. White's, Wheeler's Fish & Chips, Bardolino Pizzeria Bellini & Espresso Bar and Marconi Coffee & Juice Bar.

## Where are we?

Marco Pierre White's Steakhouse Bar & Grill, Nottingham treats guests to signature steaks, timeless English and French classics, and a comprehensive selection of premium cocktails. The menu is exclusively curated by Marco himself and is the perfect setting for any occasion from an intimate dinner for two to a family celebration.

Located at Alea on Wollaton Street the restaurant has become a must-visit for a local food lovers and hotel guests.

## Purpose of Role

As an integral part of the restaurant and bar team, you will be responsible for delivering a service that delights our guests, ensuring that our brand standards are consistently maintained.

Your role involves a range of duties, including the service of food and drinks from the Marco Pierre White menus. You will be actively involved in preparing the restaurant for service, ensuring high standards of presentation, providing attentive service and ensuring that our guests have a memorable dining experience.

In your role, you will be interacting with a variety of guests, hosting tables, delivering food and beverage service whilst maximising sales opportunities through upselling and suggestive selling.



## **What we would like from you**

You will be an ambassador for the restaurant and the MPW brand, working hard to make every guest experience memorable.

Passionate about Food & Beverage and delivering great guest experiences, you will be focused on making sure that the guest experience is the best that it can be and consistently support the rest of your team in delivering exceptional service experiences.

You will consistently promote a hospitable and professional image to your guests and provide full co-operation to any guests requiring assistance with a prompt, caring and helpful attitude. You will demonstrate flexibility and have a willingness to learn.

You will have a friendly and caring personality, be able to keep calm under pressure, be confident and organised. You will demonstrate exceptional attention to detail, a guest first approach and a real passion for great service delivery. To be successful in this role you will be a team worker who is able to work autonomously or effectively as part of a team.

## **What Good looks like**

Correctly uniformed and presented to the company standards every day, you will support the restaurant and bar team in providing a first-class service to our guests, ensuring that service and brand standards are consistently maintained whilst complying with health and safety guidelines and legislation. Punctual, courteous and helpful to guests and colleagues you will anticipate guest needs wherever possible and promote hospitality enhancing guest satisfaction.

Consistently delivering a memorable service experience to your guests, you will ensure a high level of product and local knowledge ensuring that you are fully briefed and trained at all times. You will effectively contribute to the cleanliness and maintenance of your restaurant and bar area.



## Competency Framework

<b>I am self motivated because</b>	<ul style="list-style-type: none"> <li>I am committed to doing a great job and take a pride in what I do. I am eager to develop myself and learn new things. I remain positive when things get tough. I am personally well presented. I am punctual and flexible</li> </ul>
<b>I am guest focused because</b>	<ul style="list-style-type: none"> <li>I go the extra mile to satisfy our guests. I promote a professional and helpful image to our guests. I work hard to anticipate guest needs and take care of special requests. I am knowledgeable and able to answer questions about menus, products and the local area. I attend to guest complaints and queries in a prompt, caring and helpful way</li> </ul>
<b>I am results driven because</b>	<ul style="list-style-type: none"> <li>I work hard to deliver great guest service. I create a great first impression for my guests and colleagues. I achieve my objectives and targets. I demonstrate initiative, seeking opportunities to make improvements. I push myself to develop my skills, build my knowledge and improve my performance</li> </ul>
<b>I am a team worker because</b>	<ul style="list-style-type: none"> <li>I am supportive to my colleagues. I contribute positively to the team. I take time to engage with my guests, suppliers and colleagues. I help new team members settle in and learn their role. I work hard to ensure positive relations within my team</li> </ul>
<b>I am adaptable because</b>	<ul style="list-style-type: none"> <li>I have a positive and flexible approach to work. I keep things simple and ensure that I deliver all my duties on time to the highest standards. I resolve problems and accept responsibility. I demonstrate empathy and put myself in my guests' shoes</li> </ul>
<b>I act with integrity because</b>	<ul style="list-style-type: none"> <li>I am open and honest. I keep my word and take care to keep my promises. I am an individual and treat everyone as an individual. I treat people fairly and with respect. I always do the right thing and put my guests first. When things go wrong, I take ownership to find a solution and put them right</li> </ul>
<b>I am a great communicator because</b>	<ul style="list-style-type: none"> <li>I communicate clearly and effectively with guests, colleagues and suppliers. I make colleagues feel that their contribution is valued. I ask for feedback on myself and act on it. I am respectful towards my guests and colleagues</li> </ul>

## What's in it for you?

A competitive salary, a clear career pathway and development, half price dining in all our restaurant brands and a chance to be a part of something special.

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting Company and guest's needs is required by all team members.

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