



JOB DESCRIPTION

POSITION:	Waitress / Waiter
DEPARTMENT:	Food & Beverage
REPORTING TO:	F&B Manager; Restaurant Manager, Bar Manager, Assistant Manager, Room Service and Events Supervisor, Head Sommelier, Assistant Head Sommelier, Head Waiter
RESPONSIBLE FOR:	Breakfast, lunch and dinner

Job Purpose

- Responsible for serving food and beverages in restaurant efficiently and in a most courteous manner.
- To maintain the highest standards of service and hospitality at all times.
- To function as part of a team that is beneficial to the F&B Team

Duties and Responsibilities

- To arrive on duty in accordance with the roster and the Standards of Appearance as lay out in the Employee Hand book.
- Liaise with the Managers on a daily basis, as to requirements or changes of the daily operation eg staffing, table plans, and lay-up, menu and standards.
- Assist in welcoming and seating of guests when required.
- Assist and supervise members of staff in order to provide a good standard of service according to SOPs
- Ensure that all bills have been paid.
- Ensure restaurant is correctly set up for each shift to the required standard.
- Ensure arriving for work on time and in accordance with the Employee Handbook.
- To effectively handle customer complaints and refer to manager any complaints from guests as soon as possible.
- Demonstrate and maintain high levels of customer service.
- Ensure hotel rules are adhered to at all times.
- To supervise all preparation and service of customer needs
- To co-ordinate communications between the kitchen and the service during meal service
- To be fully conversant with the menu and wine list
- To ensure that the daily mise en place, cleaning schedule, side duties and weekly duties are completed
- To check guest's identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- To ensure that any maintenance faults are reported to the relevant department following Company procedures.
- Be fully conversant with and comply with the rules of the Hotels Health & Safety Policy.
- Attend Fire, COSHH, Food Safety and Health & Safety Trainings as specified by the Hotel Management.
- To carry out any other duties as may be appropriate to the grade and scope of the post.
- To attend training courses as and when required
- To ensure that a friendly, efficient and courteous service is provided at all times.
- To maintain and encourage a good working relationship with your colleagues in all other departments
- To contribute to the building of team spirit within the department
- To follow and complete any instructions given to you by any senior member of staff and assist the entire F&B operation where and when needed.