



Job Description

Job Title: Waiter/ress (different outlets)

Job Purpose:

Working as a Bartender you will be responsible for ensuring the highest possible service is being as the successful Waiter / Waitress you will be working within the F&B team, reporting to the Team Leader and Outlet Management.

You will be responsible for the delivery of exceptional customer service; and the smooth running of service in the Restaurant, from greeting guests warmly to the timely delivery of food and beverage, all to the high level of our company standards.

As the successful Waiter / Waitress, you will strive to exceed guest expectations at all times, and be able to provide exceptional customer service, demonstrating your passion about hospitality and food and beverage.

The ideal Waiter / Waitress will have previous experience in food and beverage service, preferably within a hotel environment.

The successful Waiter / Waitress will:

- enjoy being part of a team
- have a positive attitude and excellent interpersonal skills
- be immaculately groomed and well presented
- display a confident, professional and welcoming personality.
- Anticipate & acknowledge guest needs at all times
- Follow the standard operating procedures & sequence of service of the restaurant at all times
- Maintain accurate information relating to all hotel services, features & local attractions
- Inform management of any guest complaints or concerns
- Ensure the restaurant mis en place is ready for service
- Keep working areas clean & in-line with hygiene standards

To move into this position you will bring a minimum of 1 to 2 years previous experience in a similar role of a five star hotel or high quality restaurant. You will have outstanding communication skills, an outgoing personality, sound food & beverage knowledge. A Diploma or Degree in hospitality management is preferred.