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Job Description – Restaurant Waiter/Waitress

Department: Front of House
Line of Responsibility: Front of House Manager
Other Reporting Managers: House Manager/Hotel Manager

Job Purpose

To welcome, seat and serve food and beverages to customers in the hotel restaurants and bars in a positive, polite and professional manner, aiming to provide complete customer satisfaction, while working in an organised and efficient way to meet department schedules.

Duties & Responsibilities:

Administration:

- To maintain accurate record of customer reservations for the restaurants and bars.
- Check and accept deliveries.
- Keep all delivery notes safe and pass them to the F&B Manager.
- Keep menus, brochures and other promotional materials clean, tidy and readily available.
- Obtain a guest list from reception at the start of each shift.
- Ensure complete and accurate handover between shifts.

Catering:

- To operate a cash register and a computerised point of sale.
- Issue correct customer bills.
- Accept and validate cash and credit/debit card payments in accordance with company policy. Correctly handle payments, receipts and change.
- Charge bills to room accounts after checking the guest name and room number against the guest list.
- Seek authorisation from the F&B Supervisor or Manager for any bill adjustments, voidings and refunds.

Guest Services:

- Meet and greet customers at outlet's entrance in a polite and friendly manner.
- Identify return clients and welcome them back.
- Escort customers to an appropriate table or waiting area and assist with coats and bags.
- Present the correct menus and give any explanation on menu items as required.
- Give customers accurate information about any drinks offered in the menu.
- Promote certain items of food and drinks at appropriate times (e.g. special weekend menus etc.)
- Use a positive selling approach.
- Identify menu choices and record customer orders accurately.
- Provide customers with the correct table items.
- Liaise with kitchen staff and serve the correct type, quality and quantity of food in accordance with laid down procedures.

- Serve alcoholic drinks following licensing law and weights and measures requirements.
- Serve drinks in the correct glassware at the correct temperature and with the appropriate accompaniments.
- Prepare buffet displays as required.
- Execute table, plated, buffet, carvery, silver, bar and any other type of restaurant service as required.
- Clear customer tables, buffets, trays and trolleys of soiled and unrequired table items at appropriate times.
- Carry out all work causing minimum disturbance to customers.
- Deal with any unexpected situations efficiently and professionally, seeking help from the F&B Supervisor or Manager when necessary

General:

- Adhere to company grooming standards
- Arrive on duty at the correct time.
- Attend and participate in departmental, cross-departmental and company training sessions as required.
- Accept changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guests
- Liaise with and assist other departments as necessary.
- Undertake any reasonable request made by a member of management.
- Ensure effective communications with other departments.
- Be fully conversant with the systems and any other computer and information systems the Company uses
- Assist fellow employees to perform similar or related jobs as and when necessary.
- Continuously endeavour to improve customer service and knowledge of the job within the department.

Maintenance of Restaurant and Service Areas:

- Maintain dining and service areas clean and tidy.
- Maintain sufficient stock of clean table and service items, condiments and accompaniments.
- Clear and set-up tables following laid down standards and procedures.
- Change ashtrays in smoking areas frequently.
- Make sure that all service equipment is clean and free from damage at all times.

Health, Safety & Hygiene

- To observe and implement procedures of dealing with emergency situations, fire prevention, Health and Safety and dealing with suspicious packages.
- Maintain personal cleanliness and hygiene to meet required standards.
- Work in a manner, which is safe and unlikely to give risk of harm or injury.
- Report any real and potential hazard and accidents in the workplace to the Management.
- Report illnesses and infections in accordance with laid down procedures
- Comply with all procedures about the use of perfume, cosmetics and wearing of jewellery.

To be fully conversant with:

- The current licensing law.
- Weights and measures law.
- Food Safety Act and Food Hygiene regulations.
- Health & Safety at work requirements.
- Payment methods accepted by the company.
- Credit card Chip & Pin technology.
- Menu items and food ingredients.
- Wine and other beverage characteristics.