

## **Senior Waiter/Waitress Job Description**

We are currently looking to recruit experienced waiters and waitresses for our busy restaurant.

Ideal candidates will have at least two to three years' experience of working in a restaurant/bistro environment and must be dynamic, personable, enthusiastic and have excellent communication and customer care skills.

### **Role and Responsibilities**

Ensure thorough preparation is done to ensure smooth service – check supplies, table preparations, check and confirm reservations and table allocations, ensure dining room/restaurant is presentable, clean and tidy.

Meet and greet customers and show them to their table.

Demonstrate excellent knowledge of the food and wine menus and confidently answer any queries the customer may have.

Take customers' orders and process in an efficient manner.

Be attentive, industrious, polite and personable.

Have full knowledge of allergies as well as food specific diets e.g. vegan, coeliac

Assist in the preparation of beverages and some desserts.

Be confident in presenting bills, money transactions, cashing up and the use of credit card machines.

Provide support and training to junior and less confident waiters and waitresses.

### **Hours of Work**

Hours worked will mostly be between the hours of 5pm and 10pm, Monday – Friday, with some split shifts worked Saturday and Sunday. Candidates will need to be flexible with regard to hours worked dependent on the level of hotel business and restaurant reservations as some assistance may be required for busy breakfast periods, funeral teas and other private events.

### **Skills required**

- Good communication skills
- Good knowledge of food and wine
- Must be charismatic & personable whilst maintaining efficiency and smooth service
- Ability to work unsupervised as well as part of a team; to provide support and encouragement to junior members of staff
- Must be physically fit as the role is demanding
- Good understanding of health and hygiene

### **Salary**

Salary is dependent upon age and relevant experience.

As the restaurant has recently been refurbished, this is a fantastic opportunity to jump on board to help promote and develop the new concept.