



Waiter/Waitress – Job Description

This role reports to:

Restaurant Manager

Key Purpose of the role:

To act as a brand ambassador and support the management team in delivering great food and value in a friendly professional environment, displaying exceptional hospitality and service along with enthusiasm and professionalism.

Responsibilities:

- Supporting the management team in ensuring the store is ready for service in line with operational requirements and standards
- Ensure, where possible, all key performance indicators measures are met
- Ensure all menu items delivered to the guest meet the company standard
- Displaying a confident and helpful approach in every customer interaction
- Ability to display confidence and strong menu knowledge and suggestive selling to improve the customer experience
- Ensuring the accuracy of each order received and expedited to a customer or delivery driver
- Effective and professional handling of any guest complaint, informing the manager immediately
- Handling all cash and payment transactions with care and due diligence
- Respecting and adhering to all Food Hygiene, Health & Safety procedures and COSHH procedures at all times.

Experience:

- Previous experience in a similar hospitality focused food business environment
- Excellent communication skills with the ability to effectively coach and develop the team members

Personal attributes:

- Ability to work well as part of a team
- Detail orientated
- Enthusiastic
- Self-motivated
- Professional manner at all times both attitude and appearance
- Positive & motivational
- Sense of urgency at all times
- Works well under pressure