

# Restaurant Waiter

## Job Description

<b>Position:</b> Restaurant Waiter	<b>Department:</b> Marco Pierre White	<b>Reporting to:</b> Restaurant Manager
<b>Job level:</b> Entry	<b>Contract:</b> Permanent	<b>Hours per week:</b> 16

**Job purpose:** To work in a busy branded restaurant, following the businesses brand standards. Working with the current team to produce great customer service, and deliver high standards.

### Job Description

We are looking for an experienced Waiter to complete our dynamic and lively team and become a part of the exciting Marco Pierre White brand.

#### **Main Objectives:**

To provide a first class service to hotel guests and customers  
To ensure that you can deliver a good level of product and food knowledge for guests when requested

#### **Summary of Duties:**

- To ensure complete customer satisfaction, including setting tables, clearing tables, polishing china & cutlery, taking orders, waiting tables, & bar service
- To develop knowledge of the menu including ingredients, allergens, cooking process, service style, etc
- To actively work with others within the department and other business areas.
- To adhere to all company policy and procedure, health & safety, hygiene, licensing handbook and Marco Pierre White brand standards & uniform.
- To process payments using the POS system, for transactions of credit card, room charge and cash.
- To actively resolve any customer queries or issues and report these to the line manager.
- To undertake any cleaning or preparation work as directed

#### **Benefits of being a part of our team:**

- Service charge on top of hourly wage
- Entitled to 50% discount at all other Marco Pierre White restaurants, following successful completion of your probationary period
- Uniform provided
- Paid holidays, earned on a pro-rata basis
- Complimentary use of hotel fitness facilities, discounted hotel rooms at Doubletree by Hilton Milton Keynes
- Become part of an exciting and passionate team; further training and career progression within the hotel or the Marco Pierre White team

**Behavioural Indicators:**

- **Functional Skills** (Communication) Entry
- **Personal Attributes** (Confidence & Commitment) Expert
- **Personal Attributes** – (Resilience) Skilled
- **Personal Attributes** – (Self-Development) Entry
- **Personal Attributes** – (Respect for others) Expert
- **Personal Attributes** – (Integrity and Trust) Entry
- **People Skills** – (Skilful Conversations) Entry
- **Delivery at Pace** – (Passion for Customers) Entry
- **Personal Attributes** (Understands the processes within their own role that are necessary to get the job done)