

Restaurant Waiter

Job Description and Person Specification

Position Details

Position: Restaurant Waiter	Department: Restaurant and Bar	Reporting to: Restaurant and Bar Manager
Level: Non-management	Contract: Permanent	Hours per week: 20 hours 2 out of 7 days

Overall Objective: To ensure all customers receive fantastic customer service in the restaurant and bar.

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<p><u>Main Objectives</u></p> <ul style="list-style-type: none"> • To ensure all customers are served food or drinks as ordered. • To ensure that customers are made to feel comfortable and well looked after. <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • To ensure complete customer satisfaction, including setting tables, clearing tables, polishing china & cutlery, taking orders, waiting tables, bar service, in room dining and food delivery. • To develop a knowledge of the menu including ingredients, allergies, 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 Hilton brand standards. • To process payments using the Micros 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. 	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Evidence of working as part of a team. • Excellent customer service skills. • High level of personal integrity. • Excellent verbal communication skills. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Previous experience within a 4* hotel or quality full service restaurant. • Experience of working in a busy environment. • Evidence of working in an organised environment. <p>This job involves long periods of standing and walking and will also include the carrying of heavy trays from time to time however reasonable adjustments will be looked into where necessary.</p>