

Marco's Hero/Waiting Staff

Job Description and Person Specification

Position Details

Position: Marco's Hero/ Waiting Staff	Department: Marco Pierre White Restaurant	Reporting to: Restaurant Manager
Salary: up to £10,004.80 per annum	Contract: Permanent	Hours per week: 20 hours

Overall Objective: To ensure all customers receive excellent service within the Marco Pierre White restaurant and that all brand and company standards are adhered to.

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<p><u>Main Objectives</u></p> <ul style="list-style-type: none"> • To ensure high standards of cleanliness and service are achieved in all designated areas. • To understand the impact of effective cost control while undertaking the role. • To ensure that a good level of product and food knowledge for guests when requested. • To be compliant with Marco Pierre White Brand standards. <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • To ensure complete customer satisfaction. • To set and clear tables, polish china and cutlery, take orders and wait tables. • To ensure all standard checklists are used as prescribed. • To ensure all cleaning in the designated areas is carried out to the Company Brand Standards. • To be able to deal with any reasonable requests from guests in a professional manner. • To assist with the correct service of restaurant and bar menu and beverages. • To strive and anticipate customer needs whenever possible and react to these to enhance customer satisfaction • To control costs through correct usage, stock rotation, minimising wastage and stock ordering where applicable. • To have a financial awareness and understanding of how the role impacts the hotel profit and loss account. • To be aware of departmental and relevant hotel and facilities restaurant and bar opening times, and departmental disabled facilities. • To promote and up-sell products and services. • To complete all relevant Marco's Hero modules 	<p><u>Essential</u></p> <ul style="list-style-type: none"> • To have experience in a similar role. • To have the ability to build relationships with both customers and colleagues. • To have cash handling experience. • To have a flexible approach to working hours. • To respond to change positively. • To have the ability to remain calm under pressure. • To have a methodical approach to undertaking tasks. • To have the ability to plan ahead. • To be able to demonstrate excellent verbal communication. • To be able to display evidence of working as part of successful team. • To be able to demonstrate extremely high levels of customer service skills. • To be able to provide evidence of having experience of working within a busy, organized environment. • To have basic computer skills. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • To have previous experience in a quality full service restaurant. • To have food safety training and/or qualifications. <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>
Reference: S0389	Closing Date: 1 st July 2018