AQUA

Job Description- Waiter -Waitresses

Responsible To: General, Assistant Manager and Supervisors

Purpose of the Job: Welcome guests, accurately take food and beverage orders, efficiently serve food and beverages to customers, attend to customer needs, maintain a clean and organised service area

Main Job Tasks, Duties and Responsibilities

- greet customers politely as they enter the restaurant
- introduce self to customers
- show customers to their tables
- present menus to customers
- maintain an up-to-date working knowledge of the menu items and daily specials
- explain the menu items in terms of preparation, ingredients and presentation
- be aware of allergy information on menu items
- answer inquiries about food and beverage items on the menu
- offer food and wine suggestions
- inform customers of special items not listed on the menu
- take food and beverage orders accurately including any special requests
- check food orders with customers to ensure correctness
- input the order into POS System
- work with bartenders to fill beverage orders
- work with kitchen staff to process and expedite food orders
- pre-set table for the orders
- deliver and serve food at tables
- use established food handling and serving techniques
- ensure customers are satisfied with their food orders, beverages and service

- upsell food and beverage items throughout the meal
- monitor customer's needs and promptly handle requests
- handle customer complaints in a polite and professional manner
- maintain the table setting by clearing courses as completed, replacing utensils, refreshing water glasses, dealing with spills
- prepare and provide customers with accurate check for the meal
- process cash and credit card payments
- Prepare takeout boxes for customers
- re-set and prepare table for customers including decorations, condiments, napkins, utensils
- maintain a clean and organised service area
- dispose of trash according to established procedures
- perform any side-work as requested
- comply with safety, health and hygiene policies and procedures

Knowledge and Experience

- Educated to GCSE/A Level standard
- knowledge of company policies on health and safety and food handling
- working knowledge of beer, wine, liquor and common beverages
- working knowledge of food preparation
- flexible and willing to work different schedules
- able to stand for long periods of time

Key Skills and Competencies

- customer service
- communication skills
- numeracy skills
- ability to multi-task
- adaptability and appreciation of diversity
- team work
- accuracy and attention to detail
- stress tolerance
- reliability
- honesty and integrity
- sense of urgency
- high energy level

The Company reserves the right to review or change your job function and duties from time to time in accordance with the needs of the Company.