



Job Description

Job Title: Waiter

Reports to: General Manager

Purpose of the job:

Ensuring all our customers have a great experience by consistently achieving excellent food and customer service.

Work to your highest standard on a daily basis.

Promote a good working team environment.

Responsibilities:

1. Cash handling according to cash procedures.
2. Upholding company standards.
3. Upselling to help achieve daily sales targets.
4. Excellent customer service and working to exceed customer expectations.
5. Deal with complaints effectively and pass information to the manager .
6. Use the EPOS system and order pads effectively and efficiently.
7. Take part in staff meetings and briefings to continually improve our communication, standards and customer service.
8. To ensure all areas conform to legal regulations as per induction training:-
 - a. Health & safety
 - b. Food hygiene
 - c. Fire procedure
 - d. Company procedures
9. Identify opportunities for new business or to maximise existing business which can be added to the marketing strategy .
10. Assist the General Manager in delivering the agreed marketing strategy .
11. To be flexible to work in all areas of the business including working temporarily in other units.
12. Any other duties as directed by the General Manager .