

# TheEspiritu

hotel & car rentals

## JOB DESCRIPTION

**Position:** Waiter/Waitress

**Contracted Hours:** Up to 44 Hours a week

**Working Days:** 6 Days a week

### REPORTS TO:

Restaurant Supervisor

General Manager

### JOB OBJECTIVE:

To deliver friendly and effective customer service, that creates a warm and welcoming atmosphere for all our guests. The key aim of this position is to retain and attract new customers and provide high levels of internal customer service.

### MAIN RESPONSIBILITIES:

- Deliver excellent customer service, at all times
- Greet all customers with fast, friendly, personalized service
- Present menus to customers and answer questions about menu items, daily specials, make recommendations upon request
- Ensure all preparations required for breakfast, lunch, dinner & special events are completed efficiently and on time to ensure smooth service.
- Take orders and repeat back to customer to confirm order before entering into POS
- Serve and present beverages, quickly and efficiently
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems
- Accurately enter sale orders into cash register and count back change to customers in a courteous and friendly manner.
- Cleaning and Re-setting tables when customers leave.
- Ensuring that all tables are cleaned and sanitized after service ends.
- Assist in keeping the bar, front-of-house and toilets clean and tidy, at all times
- Perform cleaning duties, such as sweeping and mopping floors, dusting and taking out rubbish and recycling
- Assisting other departments when possible and required, and within your capabilities

### ESSENTIAL SKILLS

- Excellent verbal and written communication skills
- Proven ability to work in a team environment
- Confidently speak in English and/or French
- Well-presented and adhere to the Hotels grooming and uniform code.
- Provide guests with information about local areas, including giving directions (training provided)

### DESIRABLE

- 1 years' work Experience
- Ability to make a range of coffees – flat white, latte, cappuccino, espresso, short black etc
- Have an understanding of the basic spirits used in the bar
- Basic knowledge of ingredients and methods for making popular cocktails