

Waitress/Barmaid Job Description

- Welcomes customers when they arrive at cafe
- Introduces customers to the menu and announces daily or seasonal menu specials
- Answers questions about menu items, ingredients, and pricing
- Takes customers' orders for food and drink by writing them on a ticket, entering them into a tablet, or memorizing them
- Passes customer orders along to kitchen staff for preparation
- Prepares drinks and serves them to customers
- Collects food orders from the kitchen, verifies that they are correct, and serves them to customers
- Ensures that customers are satisfied with their meals and processes orders for additional courses if necessary
- Removes used dishes, glasses, and flatware from tables
- Prepares cheques and delivers them to customers
- Processes cash and credit card payments and returns change to customers if necessary
- Sets tables with dishes, glasses, and flatware and refills condiments
- Maintains familiarity with menu items, specials, and restaurant information
- Meets with managers and wait staff daily or regularly in order to learn about menu changes and specials as well as discuss upcoming reservations and customers with special needs

Essential Criteria

- Proven work experience as a Waiter or Waitress
- Must be fluent in English, French is a plus
- Punctual and attentive of personal hygiene
- Basic math skills
- Attentiveness and patience for customers
- Excellent presentation skills
- Strong organizational and multitasking skills, with the ability to perform well in a fast-paced environment
- Active listening and effective communication skills
- Team spirit
- Flexibility to work in shifts
- High school diploma; food safety training is a plus