

## Job title: Waiter/Waitress

### Key Responsibilities:

#### 1. Customer Service & Guest Interaction

- Greet customers warmly and guide them to their tables.
- Present menus and explain daily specials or promotions.
- Answer questions about menu items, ingredients, and dietary restrictions.
- Offer recommendations on food and beverage choices based on customer preferences.

#### 2. Order Taking & Serving

- Take customer orders accurately and relay them to the kitchen or bar.
- Ensure all orders are served correctly and in a timely manner.
- Serve food and beverages while following proper presentation and hygiene standards.
- Check back with customers to ensure satisfaction and address any concerns.

#### 3. Payment Processing & Billing

- Prepare and present bills to customers.
- Process payments via cash, credit card, or other accepted payment methods.
- Ensure accurate transactions and provide correct change.

#### 4. Table Setup & Cleanliness

- Set up tables with clean utensils, napkins, and condiments before service.
- Clear used plates, glasses, and silverware efficiently.
- Reset tables quickly for the next guests.
- Maintain a clean and organized dining area at all times.

#### 5. Coordination with Kitchen & Bar Staff

- Communicate effectively with kitchen staff about customer orders, allergies, and special requests.
- Coordinate with bartenders to serve drinks on time.
- Ensure proper handling of food and beverages according to health and safety regulations.

#### 6. Handling Customer Complaints & Special Requests

- Address customer complaints professionally and resolve issues promptly.
- Escalate serious concerns to the manager when necessary.

- Assist with special requests, such as birthday celebrations or dietary accommodations.

#### **7. Following Health & Safety Guidelines**

- Adhere to food handling and sanitation regulations.
  - Follow safety procedures for serving hot food and beverages.
  - Ensure compliance with workplace health and safety policies.
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#### **Qualifications & Experience:**

- **Education:** High school diploma or equivalent (preferred).
  - **Experience:** Previous experience as a waiter/waitress or in customer service is an advantage (2 years)
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#### **Required Skills:**

- Excellent customer service and communication skills.
  - Ability to multitask and work efficiently under pressure.
  - Strong attention to detail and accuracy in order-taking.
  - Friendly, outgoing, and professional demeanor.
  - Ability to work well in a team environment.
  - Good memory and ability to recall orders quickly.
  - Basic math skills for handling payments and change.
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#### **Work Environment & Physical Requirements:**

- Must be able to stand and walk for extended periods.
- Ability to carry trays with food and beverages.
- Work in a fast-paced restaurant setting.
- Flexible work schedule, including weekends, evenings, and holidays.