



JOB DESCRIPTION

Job Title:	Waiter/Waitress	Department:	Food
Responsible to:	Food Service Manager	Responsible for:	Self

Main purpose of role:

- To provide a food and beverage service at Magherabuoy House Hotel to a standard which delights customers, meets statutory requirements and contributes to the delivery of departmental business objectives

Qualifications preferred:

- NVQ Level 2 in Catering
- Basic Food Hygiene (or equivalent)
- Knowledge of Health and Safety legislation
- First Aid qualification
- Welcome Host training

Personal attributes:

- Ability to prioritise duties according to customer need and business demand
- Attention to detail
- Team working, communication and inter-personal skills

Selected terms & conditions:

- **Salary** – Band 1
- **Days & hours of work** – 16 hours per week, shifts variable according to business demand
- **Holidays** - Statutory holiday entitlement, allocated subject to management approval



Main duties, tasks and responsibilities:

You are expected to be well-presented and carry out all duties, tasks and responsibilities conscientiously and diligently. The main duties, tasks and responsibilities associated with your role include, but are not limited to:

- Preparation of the dining area, including stores, ancillary and customer areas, for service
- Meeting, greeting and seating customers as they arrive; explaining specials, allergens information and taking orders; portioning and serving food and beverages; anticipating guest needs and upselling; clearing tables, cleaning, washing dishes; processing payments
- Striving to ensure a high standard of customer service and if necessary dealing with and remedying minor complaints
- Serving and presenting food and beverages to agreed portion size, menu description and quality standards
- Assisting in the management of stocks and kitchen supplies so that wastage is minimised through effective product rotation, food handling and control
- Carrying out a thorough clean-down at end of service ensuring all stock is properly stored, waste is removed and the premises are left ready for the next service
- Maintaining all equipment in good working order
- Working in a team environment with other members of the Hotel staff
- Complying with the directions of your supervisor and manager; adhering to all company rules, written and otherwise
- To liaise with colleagues, supervisors and management in the running of the dining service, and to contribute to the running of the Hotel as a member of the service team
- Meeting legislative standards for fire, health, hygiene and safety and to participate in all in-house procedures to ensure these requirements are met by the employer
- In particular to ensure the effective implementation of HACCP in the kitchen, food and bar service areas
- Any other duties reasonably required and within the expected competence associated with the role for which you have been employed, and in the interests of the business

Signed & accepted

Employee: _____

Employer: _____

Date: _____

Date: _____