



# The Royal Hotel

## Job Profile

<b>Position Title:</b>	<b>Waiting Staff</b>		
<b>Contract type:</b>	Permanent /Full-time	<b>Working Pattern:</b>	Shifts/Split Shifts/ Weekends evenings
<b>Reports to:</b>	Duty Manager	<b>Location:</b>	Cookstown
<b>Rate:</b>	Minimum Wage per hour	<b>Hours of work:</b>	24 Hours Approx

### Job Purpose

To provide friendly and professional high quality services to meet the individual needs of our customers within the restaurant, functions or bar areas

### Main Responsibilities

<p><b>Customer Service</b></p>	<ul style="list-style-type: none"> <li>• Provide a friendly and professional welcome greeting to every customer</li> <li>• Offer knowledgeable guidance to customers on food and beverage product ranges on offer</li> <li>• Build effective relationship with customers to understand and focus on their individual needs to meet and exceed expectations and ensure repeat custom</li> <li>• Anticipate and respond to customer additional requirements and ensure their provision (for example; refill drinks before finished, or provision of a high chair for a child or children’s activity resources)</li> <li>• Check regularly with the customer to ensure their satisfaction</li> <li>• Promote events and special offers to customers aligned to their individual requirements</li> <li>• Recognise and take responsibility for knowing when something is a problem /potential problem for a customer and deal with the issue quickly, appropriately and calmly. Check and ensure the customer is satisfied with the outcome.</li> <li>• Report the incident to your manager and / or ask for the help of you manager if you feel you cannot deal with the problem yourself</li> </ul>
<p><b>Food and Beverage Service</b></p>	<ul style="list-style-type: none"> <li>• Serve at within the restaurant and functions and /or bar areas when required to meet the needs of the business</li> <li>• Take food and /or beverage orders from customers accurately and ensure full order is completed within the bar</li> <li>• Enter food and drink orders with due care onto the till ensuring the correct order has been placed</li> <li>• Prepare desserts, garnish plates prior to service and set tables</li> <li>• Report any food supply shortages to reception (for example if something is about to run out)</li> <li>• Correctly serve the customer and make sure they have everything they need include correct cutlery, checking within the first 5 minutes that everything is ok</li> <li>• Follow up with customer to establish if they require anything else for example; desert, tea or coffee</li> <li>• Maintain and rotate the stock within the dry goods and desserts areas</li> <li>• Follow the organisations cash handling procedure ensuring the correct bill is presented to the customer and the correct amount taken, checking for fraudulent notes and issuing a receipt after every transaction. For non-cash payments direct the customer to reception to</li> </ul>

	<p>ensure the appropriate payment is taken.</p> <ul style="list-style-type: none"> <li>• Help set up function rooms if required including moving tables and chairs correctly to the required set up as instructed by the manager/supervisor</li> <li>• Set up the function room is to ensure it is to a customer ready standard (table cloths, glasses, cutlery etc)</li> <li>• General cleaning and tidying duties;</li> <li>• Keep the restaurant (back and front of house) and associated areas clean and tidy at all times</li> <li>• Shine and/or polish glasses and cutlery for every service etc</li> <li>• Undertake daily cleaning duties; cleaning the benches, coffee machine, bread bins, dessert area (front and back) and microwaves)</li> <li>• Undertake weekly cleaning and tidying duties; salt, pepper, vinegar, toothpick cleaned and filled, placemats cleaned</li> <li>• Undertake monthly cleaning; fixtures; blinds, pictures, chairs, windowsills, tables</li> <li>• Maintain the upstairs kitchen to ensure everything is in its correct place and benches clean</li> <li>• Ensure all catering or restaurant items are returned to the proper place</li> <li>• Take responsibility for your own personal development within your job</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Maintain a tidy personal appearance and there highest standards of personal hygiene at all times</li> <li>• Ensure all duties are undertaken in line with organisational policies and procedures</li> <li>• Keep all fire exits clear of any obstructions at all times</li> <li>• Clean up immediately after any spillages or broken glass taking due care to do so and ensuring the area remains attended at all times until the appropriate caution sign is displayed</li> <li>• Ensure all keys are returned safely to reception</li> <li>• Ensure your personal till key is kept safely and securely at all times. This must be used every time. Borrowing or lending this till key is not acceptable. Any loss must be reported immediately to the Duty Manager</li> </ul>
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>• You may be required to undertake and other reasonable duties commensurate with your role</li> <li>• Work as part of a Hotel team to ensure the needs of other departments and the overall business are met</li> </ul>

*These responsibilities are not exhaustive and any will be reviewed periodically and changes / adjustments may be made.*

### **Essential Criteria**

- Team work; be able to work effectively as part of team within a busy environment, with the flexibility to help out with other areas as required and always showing other staff and customers respect and honesty
- Good communicator; be able to communicate confidently and clearly with staff and customers
- Customer service: be friendly, helpful and attentive to customers - going the extra mile to meet and exceed their expectations
- Willing and able to work unsocial hours, shifts / split shifts
- Punctual timekeeper
- Access to transport
- Willing and able to undertake cleaning duties and manual handling as required

### **Desirable**

- Previous experience of good customer service
- Experience of working within either a food or beverage serving environment
- Experience of cash handling
- Food hygiene certificate
- Knowledge of manual handling and general health and safety