

JOB DESCRIPTION

Job title	Waiting Staff		
Department	Front of House	Location	Galtres Lodge Hotel
Reporting to	Duty Managers Owners		
Responsible for	n/a		

Purpose and objectives of the role

To help maintain high levels of service and assist with the smooth running of the business by attending to guest needs, specifically with regards to food and beverage requirements.

The ultimate goal of all Galtres Lodge employees is to support the delivery of excellent customer service.

Main duties and responsibilities

- Meet and greet guests with polite, friendly, enthusiasm
- Show guests to a table
- Take drinks/food orders
- Present bills / take payments
- Be attentive to guest needs, offering extra drinks, directions to the facilities etc
- Collect food from the kitchen and present to guests
- Ensure that the tables are set correctly depending on the service time
- Ensure that menus are correct, and neat and tidy – request new copies from the duty manager if they are marked or scruffy
- Bring out dishes/glassware/crockery from the kitchen once it has been cleaned
- Ensure confidentiality and security of guest information and belongings
- Follow all company safety and security procedures
- Report any maintenance issues or safety hazards
- Observe and report damage of hotel property
- Use chemicals as trained.
- Observe the rules and procedures, and carry out any reasonable request made by their Manager, Supervisor or the Duty Manager.
- Be aware of your responsibilities in respect of Health and Safety at Work and they follow all procedures in this respect and report to management any hazardous situation or accident.
- Attend training sessions and team meetings as required and to be involved and contribute to these.

Special Requirements

- The ability to work well as part of a team.
- To be attentive to guest needs, and be able to action accordingly.
- Good reliability, timekeeping, and punctuality.