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Waiter

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Company: Accor

Location: Beşiktaş

Category: other-general

Şirket Tanımı

PURPOSE OF POSITION

This position is concerned with being responsible for the set up & clearing of the outlet. Serve food & beverage to the guest according to the service rules, policy, procedure & etiquette.

KEY ROLES & RESPONSIBILITIES

Possess a pleasant personality and good manners so that he is presentable when conversing with patrons/residents and commands respect when dealing with staff

Check on the outlet set up. Ensures that the tables set up are set according to the standard or instructed by the Management Team

All patrons should be greeted warmly upon arrival at the door and escorted to the table.

Responsible for picking up and serving of food and beverage orders. Food & beverage must be served promptly to the guest once it is ready, so that it arrives at the patron's table at the correct temperature.

Ensure all beverages and snacks are served according to the service standard.

Thank all patrons for patronizing the outlet upon their departure.

To clear and tidy up tables after the departure of the patrons as quickly as possible. Clear all

soiled plates, glasses, and silverwares to stewarding area.

To assist the station captain in his overall duties

Can be assigned to other section by the management team when the need arises.

Learn to know individual patron's names and should remember their preferences to extend a personalized service.

Should always ensure that the mise en place on every side station is at par stock level.

To send operating equipment for cleaning or burnishing once a week.

To send linen for exchange (time stated by linen room), ensure that all linen are clean at all times and that the correct amount are being collected.

To clean and set up the coffee machine mise en place and ensure that sufficient stock is insufficient.

To have complete knowledge on the food, beverage, service available, preparation methods

To be aware of Raffles Hotel standards & policies.

To be aware of the procedure concerning hotel fire & life safety/ emergency procedures.

To apply the necessary precautions with regards to the hotel food safety and hygiene standards (HACCP)

To relay any customer complaints to manager

To report for duty on time wearing clean & complete uniform at all times.

To maintain a high standard of personal appearance and hygiene at all times.

To attend daily briefing & training classes.

To maintain good working relationships with your own colleagues and all other departments.

To provide courteous and professional service at all times.

To ensure proper setting, clearing, cleanliness of, including sufficient food in the buffet spread in case of buffet set ups

To carry out any other reasonable duties and responsibilities as assigned by management team

PERSONAL ATTRIBUTES

Motivator & self starter

Display initiative

Commitment to professional values

Team player

Customer / people oriented

Created / open-minded

İş Tanımı

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