

Waiter - Rocca

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Company: Accor

Location: Istanbul

Category: other-general

Şirket Tanımı

1. Knowledge

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)

2. Service

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.

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

3. Operations

To assist the station captain in his overall duties

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

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 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

İş Tanımı

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Nitelikler

High school diploma or equivalent preferred

Knowledge of the sequence of service and dining room procedures

Excellent communication skills

Basic math skills

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