**Role:** Waiting Staff

**Reporting to:** Shift Manager

**Location of role**:

**Job Purpose:**

As Waiting Staff, you are responsible for serving our amazing customers. Your duties include welcoming customers, answering questions related to the menu, delivering orders and processing payments.

Ultimately, you’ll ensure an amazing experience for our guests.

**Key responsibilities:**

* Greeting customers as they settle down at the restaurant tables and introducing them to the menus
* Taking the customers’ orders and delivering them to the kitchen staff for preparation
* Confirming that the food items match the orders and delivering them at the tables
* Inquiring if the customers are satisfied, giving bills and processing payments
* Operating the drink fountain and coffee station
* Attending regular meetings with restaurant and kitchen managers to find out about menu changes and menu specials

**Essential Skills and Experience:**

* Great communication skills both verbal and written
* Attention to details and the ability to work fast under pressure
* Honesty and ability to handle transactions in a trustworthy manner
* being over the age of 18 and having familiarity with local alcohol restrictions and laws
* Great stamina, physical strength and endurance
* Excellent customer service skills