



Job Specification

- Position:** Food and Beverage Assistant
- Reports to:** Restaurant Manager or Assistant Manager
- Works alongside:** Kitchen, Restaurant and Bar Staff
- Job Purpose:** To provide an excellent table-waiting service to all customers. To provide a polite and professional approach to service delivery whilst ensuring a welcoming and friendly atmosphere is maintained amongst the team and in the restaurant's areas.

Job Duties:

- Greeting customers with confidence and professionalism.
- Ensure allocated areas of the Food and Beverage department are meeting required standards as set by the Manager.
- Assist guests by providing information and dealing with queries they may have regarding our food and drink menus.
- Take accurate food and drink orders
- Deliver food and drink orders accurately to the table and serving with a professional, polite and friendly manner.
- To ensure that the relevant staff/preparation areas of the restaurant are kept clean and tidy and the cleaning records are kept up to date on a daily basis.
- Liaise and assist with other areas of the restaurant as required.
- To maintain a neat and orderly working environment.
- To be available to undertake any reasonable training courses and requests (e.g. food hygiene, Health and Safety).
- To ensure a high standard of personal hygiene and appearance at all times.
- To follow the departmental fire plan in the event of an evacuation.
- To know and follow the Health & Safety at Work Act.
- To ensure that all revenue is accurate and payment method is correct.
- To ensure that work start and finish times are properly adhered to and hours are clocked in and out using our timekeeping system.
- To support our team-work ethos and to ensure team working is efficient and that colleagues are helped and supported as necessary.
- To be flexible in working hours where at all possible.
- Provide excellent levels of service to all restaurant customers and maintain a high level of service across all events, and areas of the restaurant.



Requirement

- Previous experience in a hospitality setting
- Polite and professional approach
- Good working knowledge of the English language
- Able to remain calm under pressure and deal with escalated complaints and any issues that arise
- Ability to work effectively as part of a team and provide a supportive approach to colleagues
- Good standard of personal presentation

Desirable:

- Experience of working in a busy Restaurant setting

This job description describes The Waterfront's current thinking as to the role, responsibilities and the likely key duties and tasks of the profiled role. Please note, accordingly, this job description is intended to be forward thinking and indicative rather than final and exhaustive. In particular, the role may include additional and supplementary duties and tasks. Equally as this and other role profiles are developed and evolve, certain duties and tasks listed may be updated or removed, although The Waterfront will endeavour to keep substantial changes to a minimum and to promptly update this job description to take account of such developments.

Job benefits:

- Competitive salary/rates
- Tips
- Company pension
- Discounted or free food
- Flexible schedule
- On-site parking
- Company events

To apply for this role, please email your covering letter and CV to:

manager@the-waterfront.co.uk

