



Position Title:	Waiter
Department:	Food & Beverage
Reports To:	Restaurant Manager, F&B Manager and F&B Outlet Managers
Job Family:	Individual Contributor

Purpose
Show your passion for service by creating exceptional guest experiences, striving to ensure each guest experience is memorable. Responsible for the general service duties of the restaurant, room service, conference and events and mini bar departments, may also be required to service the bar. Essential personal attributes include a positive mindset, being a team player and possessing a can-do attitude, good communication skills and professional presentation.

Key Relationships	
Internal	Floor and Bar Supervisors, Restaurant Manager and F&B Manager
External	Customers, potential customers, visitors, vendors, and contractors
Direct Report	Nil

Duties and Responsibilities
<ul style="list-style-type: none"> • Respond to guests' needs by welcoming and guiding their enquiries efficiently. • Deliver great guests experiences by following the sequence of service. • Possess good menu knowledge to recommend dishes and guide guests' decisions. • Perform table service by taking orders and playing them through micros. • Proficient and efficient in all food and drink delivery processes. • Continually monitor the guests' progress, ensuring needs are met and exceeded. • Manage your section, developing awareness of the immediate area and the greater restaurant space. • Gather guests' feedback and pass onto supervisor/manager. • Ensure the maintenance to consistent and open communication lines in all relevant matters such as guest feedback and special requests, timing, and low stock. • Maintain general cleanliness of the restaurant and bar areas. • Assist with set up and pack down of conferences and events. • Assist with the servicing of conferences and events, using the BEO as the reference for timing and meal specifications. • Communication: be clear, friendly, and concise. • Contribute to cultivating a team spirit by working well independently and as part of the team. • Participate in helping in other departments when required. • Attend and actively participate in training programs as required. • Put into practice in the business all The Hotel Britomart training that has been completed. • Demonstrate a working knowledge of hotel in-house facilities, service specifics, hours of operation, and local attractions to assist with guest enquiries. • Cross train in all different food & beverage outlets where possible to increase flexibility and efficiency. • Ensure the company code of conduct and team handbook are adhered to. • Understand relevant departmental policies and procedures and abide by these team member guidelines at

Brand Behaviours – *Bring Your Best Self* | *Share Our Neighbourhood* | *Think to Care, Care to Think* | *Show You Know*

Service Philosophies – *Remember Me* | *Opportunities to Delight* | *The Gift of Storytelling* | *Celebrate Aotearoa*



all times.

- Perform all opening and closing duties of the outlet as required.
- Prepare for all service periods and ensure outlet is set up as per departmental guidelines.
- Know and adhere to the Responsible Service of Alcohol and Food Handlers Guidelines.
- Ensure all areas of F&B are clean and organised.
- Have a full understanding of emergency procedures.
- Understand The Hotel Britomart Work Health & Safety policies and procedures and always abide by them.
- Ensure all Work Health & Safety procedures are adhered to within the Department.
- Report hazards, near misses and accidents at the workplace immediately.
- Ensure correct The Hotel Britomart policies and procedures are adhered to for stores, cash, premises, team members, equipment and chemicals is implemented and maintained in accordance with TFE policies and procedures.
- Ensure guest security and privacy is maintained at all times.

Prerequisites

- A current LCQ & Food Handlers certificate.
- Occupational Health & Safety qualifications/skills (in food, chemical, and manual handling).
- Sound knowledge of food and beverage including coffee, wine, and cocktail knowledge.
- Sound knowledge of sequence of service.
- Knowledge of Micros point of sale system.
- Proven understanding of the hospitality/tourism industry.

Education

- A current RSA & Food Handlers certificate.
- A degree or diploma in Hotel or Hospitality Management would be preferred but is not essential.

Experience

- Minimum 1-2 years F&B experience within a similar position in a property of similar size.

Acknowledgement

To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: _____

Team Member Name: _____

Date: _____