**Waiter or Waitress job description**

**Job brief**

Waiter/Waitress responsibilities include greeting and serving customers, providing detailed information on menus, multi-tasking various front-of-the-house duties and collecting the bill. If you are able to perform well in such an environments, we’d like to meet you. To be a successful Waiter or Waitress, you should be polite with our customers and make sure they enjoy their meals. You should also be a team player and be able to effectively communicate with our Kitchen Staff to make sure orders are accurate and delivered promptly. Keep in mind that Waiter/Waitress duties may require working in shifts and/or occasionally during weekends and holidays. Ultimately, it is the duty of our Waiters/Waitresses to provide an excellent overall dining experience. Guests should walk away not only with their palate satisfied, but with a pleasant memory of their time with us. Family and friends are not expected to drop in for a chat with you unless appropriately dressed and be sitting down for full service from the menu.

**Responsibilities**

* Maintain high levels of personal hygiene and immaculate presentation
* Work well within the team, communicating effectively with all necessary team members to ensure guests receive the highest level of products and service within good time and to ensure all preparation, closing down and other associated tasks are completed effectively and efficiently
* Receive instructions courteously, showing respect to your superiors and fellow colleagues
* Respond to the dynamics of the service environment, being proactive at quiet times whilst anticipating and meeting the needs of the fast paced restaurant environment
* Learn about the Fazenda concept in order to effectively explain to guests and potential guests the Fazenda experience (training will be provided)
* Learn and increase your existing knowledge about wines and other beverages to be able to upsell and make tailored recommendations for our guests (training will be provided)
* Learn barista skills in order to make and serve a range of coffees effectively and efficiently (training will be provided)
* Be willing to cross-train, developing skills that enable you to work in other departments when necessary and being prepared to assist in other departments when required
* Pay attention to detail at all times
* Use the electronic point of sale (till) to place guests' orders
* Comply with our staff Handbook policies
* Ensure guests are given a prompt, friendly and efficient service from the moment they enter the restaurant and ensure their expectations are consistently exceeded
* Assist on reception when required (particularly in the absence of the reception staff to ensure guests are not left waiting around) acknowledging and/or receiving guests in a friendly and courteous manner
* Clear and relay tables both in bar area and dining room
* Ensure there is always enough cutlery, crockery and napkins ready to set up tables – this includes folding napkins, polishing cutlery and stocking plates on the salad bar
* Ensure all mise-en-place is prepared before service
* Ensure the dining room is tidy and set up at all times, including clean, tidy and fully- stocked waiters’ stations
* Ensure all cleaning down and closing down procedures are completed to a high standard at the end of every evening
* Keep guests well informed about any products/services they are waiting on, giving

**Requirements**

* 1 years of experience as a waiter or waitress
* Experience with developing a constructive working and interpersonal relationships with colleagues and customers
* 2 years of experience with a cash register and any ordering information system
* Critical thinker and problem-solving skills
* Team player
* Good time-management skills
* Great interpersonal and communication skills
* Active listening
* Good physical condition
* Customer-centric
* High school diploma; food safety training will be considered a plus