



September 2017

**Waiter/Waitress Job Description**

**Job Title:** Waiter/Waitress - Petersfield  
**Hours:** Full or Part Time  
**Responsible to:** Tearoom Manager

**Main Duties and Responsibilities**

The responsibilities include :

1. Greeting, Seating and introducing customers to the Tea Room and its menu.
2. Taking orders from seated customers, entering onto till and ensuring orders are accurately passed to the kitchen.
3. Advising customers on all products and when required guiding customers on choices, including selling promotional products.
4. Identifying all front of house products in each order, preparing and serving as required in conjunction with kitchen order. This includes making of Teas and coffees.
5. Preparation of all drinks including Teas, Espresso coffees etc and cutting and serving of FOH food items
6. In all food preparation, presentation and service adhere at all times to instructions and manuals.
7. As the order taker, remain exclusively responsible for the customer experience of that customer at all times and ensuring that where required a handover is properly undertaken.
8. Receive payment accurately and maintain accurate till balance.
9. Ensure at all times that all customer areas are cleaned and maintained to the highest standards.
10. Ensure all procedures and check lists are properly followed and completed
11. As required, washing up, cleaning and general support in kitchen
12. Opening and closing procedures, preparation and cleaning
13. Other reasonable related duties as required.

**PERSON SPECIFICATION**

<b>Essential Personal Attributes</b>	<b>Desirable Skills and Experience</b>
<ul style="list-style-type: none"> <li>◆ Exceptional self-presentation</li> <li>◆ Ability and willingness to deal with public with enthusiasm and passion</li> <li>◆ Good sense of food hygiene</li> <li>◆ Willing to be flexible and adaptable as required</li> <li>◆ Ability to work very effectively as part of a team with manager</li> </ul>	<ul style="list-style-type: none"> <li>◆ Appropriate qualifications equivalent to NVQ Level 2</li> <li>◆ Food Hygiene certificate</li> <li>◆ Enthusiastic Creative approach to food and menus</li> <li>◆ Process orientated perspective to work</li> <li>◆ Willingness and ability to work Front of House as required</li> <li>◆ Ability to work flexible hours and shifts as required, occasionally at short notice</li> </ul>