



# JOB DESCRIPTION

## WAITER

Effective Date: 01.01.2018

Revision Date: 01.01.2018

Number: JD008

Version: 1

POSITION Waiter

JOB LEVEL D1

DIVISION Operations

DEPARTMENT Restaurant



The above chart only reflects the current reporting lines (subject to modification upon Management decision). It does not reveal however, neither the position nor the employee's career evolution.

### KEY JOB RESPONSIBILITIES

#### Job Summary

Under the general guidance and direction of the Outlet Manager or designate, and within the limits of the established Company's policies and procedures, the waiter is responsible for making sure that the service operation runs smoothly while adhering to the highest possible standard of service.

#### Essential Duties and Responsibilities

##### General

- Adopt an appropriate attire that reflects the company brand image
- Comply with the company's code of conduct and ethics
- Promote the company's vision, values and model desired behaviors
- Perform tasks as directed in the pursuit of the achievement of business goals
- Offer highest levels of Service Experience and eye for details, exceeding guests' expectations

##### Hygiene, Safety and Security

- Familiarize self with the company health and safety standards as well as the first aid, the fire and emergency procedures and ensure compliance, communication to team members and active enforcement
  - Comply with personal and work-related hygiene standards and processes
  - Rectify hazardous situations and report them promptly
  - Ensure security incidents are reviewed and corrective measures implemented to prevent recurring incidents
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- Obtain service area assignment at the beginning of each shift
  - Check on the overall Outlet cleanliness and maintenance and keep a tidy service area
  - Prepare the tables by setting up linens, silverware and glasses as per the Outlet standards
  - Clean, prepare and maintain the side stations
  - Greet and escort guests to their tables and follow sequence of service till guests' departure
  - Seat guests, present the menu and offer recommendations
  - Coordinate with the Chef or kitchen team on the day's specialties and inform guests
  - Display deep knowledge of the menus, take orders and communicate order details to the kitchen team
  - Serve food and pour drinks as per service standards
  - Keep an eye on the assigned tables assisting guests with any requests and/or additional orders
  - Maintain tidy and clean tables at all times



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- Upsell additional items from the menu when appropriate to increase revenue
- Remove dirty tableware between courses or when appropriate
- Carry dirty plates, glasses, silverware and ashtrays for cleaning
- Deliver checks and proceed with the invoice payment
- Relay guests' complaints to floor manager
- Ensure minimum wastage, breakage and spoilage

## JOB SPECIFICATIONS

<b>E d u c a t i o n</b>	Technical or Hospitality degree The education levels can be replaced by years of experience
<b>E x p e r i e n c e</b>	Two (2) to four (4) years of experience in a similar role
<b>C o m p e t e n c i e s</b>	Computer Skills: Proficient in Microsoft Office Tools and POS
<b>    K n o w l e d g e</b>	Languages: Fluent in English and Arabic, French is a plus
<b>    S k i l l s</b>	Communication
<b>    A b i l i t y</b>	Drive for Excellenc3 Building Positive Relationships Obsessing over Guests Honoring Ownership Problem solving and decision making

I hereby confirm that my Job Description includes but is not limited to the above listed duties and responsibilities; and that I read carefully, understood and approved its whole content.

**EMPLOYEE NAME**

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**EMPLOYEE SIGNATURE**

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**DATE**

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