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| **JOB DESCRIPTION** |
| **DATE:**  |
| COMPANY: |  | JOB TITLE: |  WAITER & WAITRESS  |
| DEPARTMENT: |  | CURRENT INCUMBENT: |  |
| DIRECT SUBORDINATES: |  | INDIRECT SUBORDINATES: |  |
| BRIEF DESCRIPTION: | The post of waiter or waitress entails taking orders and serving food and beverages to patrons at tables in a dining establishment. |
| QUALIFICATIONS & REQUIREMENTS: | * High school diploma or equivalent;
* Ability to give full attention to what other people are saying, to actively look for ways to help people, and to be aware of others' reactions and understanding why they react as they do.
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| COMPETENCIES: | * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
* Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
* Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behaviour, even in very difficult situations.
* Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high-stress situations.
* Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
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| TASKS: | * Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages;
* Check with customers to ensure that they are enjoying their meals and take action to correct any problems;
* Clean tables or counters after patrons have finished dining;
* Collect payments from customers;
* Prepare checks that itemise and total meal costs and sales taxes;
* Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine;
* Present menus to patrons and answer questions about menu items, making recommendations upon request;
* Serve food or beverages to patrons, and prepare or serve speciality dishes at tables as required;
* Take orders from patrons for food or beverages;
* Write patrons' food orders on order slips, memorise orders, or enter orders into computers for transmittal to kitchen staff.
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| LINES OF COMMUNICATION: | SPECIFY |
| WORKING CONDITIONS: |  Indicate whether the position is half time or full time. List any unique working conditions such as hours etc. |
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| SIGNATORIES: |  |
|  | NAME: | DATE: | SIGNATURE: |
| INCUMBENT: |  |  |  |
| LINE MANAGER: |  |  |  |
| HR MANAGER: |  |  |  |