Job Description

Hospitality Assistant/Wait Staff

Post Title: Hospitality Assistant/Wait Staff

Liaises with: Hospitality Supervisor / General Manager / Catering Manager

Job Role: Responsible for ensuring that the preparation of dining and meeting rooms and food service, meeting the requirements of client, company and customers. Additionally, the delivery of hospitality, canapé and fine dining services.

Operational Skills

Duties:

- Ensure the effective delivery of hospitality to the highest standard to the client, customers and company.
- Ensure the highest standards of presentation and cleanliness of all FOH areas and equipment. This includes clear up after hospitality events and dinners.
- Ensure that there is a thorough understanding of the daily/weekly/monthly work schedule and adequate forward planning.
- Ensure that all meeting rooms are set/cleared by/within the required time period.
- Ensure that all policies and procedures of the company are adhered to.
- Ensure high standards of personal hygiene and that the correct uniform is worn neatly and cleanly at all times.
- Carry out any other reasonable request of the management.
- Ensure that your time sheet is filled in correctly after your shift.
Interpersonal Skills

Necessary Interpersonal Skills:

- Effective Communicator; Verbal (Speech) and Non-Verbal (Listening), Team Working, Team Builder, Persuasiveness

Duties:

- Ensure that service is discrete, respectable and friendly
- Ensure that any comments or feedback from the client/customers are reported promptly to your manager
- Ensure a high level of attention to detail
- Possess the ability to multi-task and be flexible
- Ability to work on your own and as part of a team

General Skills

Necessary General Skills:

- Initiative, Adaptability, Flexibility, Reliability, Implementation, Work Standards, Tenacity and Time Management

Duties:

- Ensure that the above skills are used to provide an efficient, quality service to both client and company

Because of the changing nature of our business, your job description will inevitably change. You will, from time to time, be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.