



Job Description

Job Title:	Waiting
Job Code:	Permanent
Business Unit:	6573
Job Grade:	Grade 6
Department:	Crayford Stadium
Reports to:	Bars & Catering Manager
Direct Reports:	None

Main Purpose of the Job:

To welcome guests in a friendly and accommodating manner, making a great first impression and to exceed guest expectations by serving food and drink in a professional, knowledgeable and helpful way.

Key Responsibilities:

- To learn and retain a comprehensive understanding of all menu items to ensure maximum benefit to the guest and the ability to work effectively.
- To prepare the restaurant and bar for service, following established jobs lists and as directed by the duty manager
- Present a positive personal image to the customer
- Balance the needs of the customer and organisation
- Provide a table service taking food and drink orders and serving orders in a timely and professional manner

Key Accountabilities:

- To report for duty, punctually, wearing the correct uniform
- To serve food and drink, consistently achieving the required standards.
- To account for payments at the end of the shift

Proposed start date:
Insert Date



- To ensure that a high standard of hygiene and cleanliness is maintained by following cleaning routines and through ongoing diligence during the shift and in set up and clean down procedures.
- To observe the company's fire plan and health and safety policy
- To observe the rules and procedures of the company
- To carry out any other reasonable duty that may be requested by the manager

Consult	Restaurant Supervisor Bars & Catering Manager
Inform	Restaurant Supervisor

Skills and Competencies

Competency	Description	Expected Level
Critical Thinking	Prioritises own work according to demands of different tasks and uses appropriate tools to organise own time	A
Building relationships	Actively participates within team and is aware of how own role contributes to success of team	A
Communicating	Selects and uses communication methods appropriately putting points across clearly and concisely	A
Developing Self and Others	Understands how own objectives link to team strategy and is motivated to achieve them	A
Understanding our Business	Strives to make improvements that will impact the customer	A
Managing Change	Is open to new thinking and ways of working, suggesting ideas for improvement relevant to own role.	A

	Required	Preferred
Qualification	N/A Over 18	Food Hygiene Certificate
Experience	N/A	

Proposed start date:
Insert Date



Prior Knowledge	Previous experience in a similar environment preferred but not essential	

Salary Range: £XXX

Hiring Manager: XXX

Hours of work: 10 (Includes evenings & Weekends)

Cost Centre: 6573

Location: Crayford Stadium

Proposed start date:
Insert Date