

The Castle Inn

AT CHIDDINGSTONE



Waiting Staff - Job Description

Job Title: Waiting Staff

Reporting to: (Manager)

Overall Objectives:

Maintaining a clean and organised work environment.

- Taking orders from customers as requested, paying extreme attention to detail
- Advise on the best food and drink choices for each customer and answer questions
- Satisfying patron requests in a timely manner
- Assessing customer preferences and making food/drink recommendations
- Providing a positive and friendly guest experience by interacting with patrons
- Collecting money for food/drinks served and providing change as needed
- Balancing cash receipts
- Presenting a variety of menu options
- Cleaning the bar, tables, chairs, and work area to maintain a sanitary environment
- Organising the work area to streamline preparation
- Complying with all food and beverage regulations
- Limiting customer problems by restricting alcohol intake and attempting to curtail inappropriate behavior
- Check the quality of the final servings and resolve any issues
- Work with other staff as a team
- Work diligently to achieve outstanding service quality