

**JOB DESCRIPTION**

**Job Title:** Front of House Staff

**Hours:** TBC

**Salary:**  TBC

**Reporting to:** Assistant Restaurant Manager

**Job brief**

We are looking for skilled Waiters and Waitresses to take orders and deliver food and beverages to our customers. The right Waiter/Waitress uplifts the dining experience for customers. We are looking for someone who will have the patience, personality and perseverance to thrive in this role. Your responsibilities include greeting and serving customers, providing detailed information on our menu, multi-tasking various front-of-the-house duties and collecting the bill. If you are able to perform well in a fast-paced environment we’d like to meet you. To be a successful Waiter or Waitress you should be polite with our customers and make sure they enjoy their meals. You should also be a team player and be able to effectively communicate with our Kitchen Staff to ensure orders are accurate and delivered promptly. Bear in mind that duties may require working in shifts during weekends and holidays. Ultimately, it is the duty of our waiting staff to provide an excellent overall dining experience for our guests.

**Responsibilities**

* Greet and escort customers to their tables
* Present our menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
* Prepare tables by setting up linens, silverware and glasses
* Inform customers about the day’s specials
* Offer menu recommendations upon request
* Up-sell additional products when appropriate
* Take accurate food and drinks orders
* Check customers’ IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
* Communicate order details to the Kitchen Staff
* Serve food and drink orders
* Check dishes and kitchenware for cleanliness and presentation and report any problems
* Arrange table settings and maintain a tidy dining area
* Deliver checks and collect bill payments
* Carry dirty plates, glasses and silverware to kitchen for cleaning
* Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
* Follow all relevant health department regulations
* Provide excellent customer service to guests

**Requirements**

* Proven work experience as a Waiter or Waitress
* Hands-on experience with cash register and ordering information
* Basic math skills
* Attentiveness and patience for customers
* Excellent presentation skills
* Strong organizational and multitasking skills, with the ability to perform well in a fast-paced environment
* Active listening and effective communication skills
* Team spirit
* Flexibility to work in shifts
* Food safety training is a plus

Please download an application form from our website; www.ironbridge.org.uk/about-us/job-vacancies or contact Human Resources and post or email your completed application to: humanresources@ironbridge.org.uk

**