

Job Summary – Waiting Staff

Waiting Staff must be passionate about food, customer service and the delivery of an effective and efficient product. The following provides an indicative but not exhaustive list of typical duties, roles and responsibilities applicable of waiting staff.

Waiting staff will be required to:

- provide friendly and professional customer service;
- operate in accordance with the appropriate Health and Safety; Food Hygiene and Service Delivery Guidelines as set out the Staff Handbook;
- undertake appropriate induction training such as Health and Safety, Food Hygiene, Child Protection;
- undertake duties as presented by their line manager, Café Supervisor, to ensure the effective and efficient operation of the café;
- undertake a range of duties deemed to be essential for the operation of a food outlet, such as food preparation, food service, table service, café preparation, setup and close down, cleaning of café area, kitchen and washrooms;
- work a series of shift patterns, as agreed with the line manager, to ensure effective staff coverage;
- wear the designated staff uniform and maintain it in an excellent condition;
- work as a team member.

Reporting to: Café Manager

General Responsibilities

- To ensure the delivery of a high quality cost efficient food service.
- To assist the Café cook with preparation and delivery of quality food and table service.
- To implement and maintain high standards of customer service.
- To deal effectively with customer requirement, complaints and service issues.
- To undertake all designated duties with enthusiasm, commitment and to a high standard;
- Taking customer orders;
- Some elements of food preparation;
- Coffee preparation;
- Issuing customer bills and receipting payments;
- Clearing of tables
- General cleaning duties to include tables, floors, dishes, washrooms, floors;

Health and Safety

- To act in a responsible manner in relation to health and safety and hygiene related matters.
- To maintain a professional knowledge of and compliance to all relevant current legislation including Food and Hygiene, HACCP and Safety Standards.
- To maintain appropriate standards of personal and environmental cleanliness.
- To have an awareness of environmental issues and take appropriate action, for example to ensure the efficient use of energy and other resources, recycling etc.

Promoting the organisations (Café) aims and objectives

- Promote the image and service of the café
 - Maintain relationships with the local residents, business communities and others. .
 - To ensure high standards of customer service are set, monitored and maintained.
 - To continually evaluate and monitor the service provided and to effect service improvements in collaboration with the Café Supervisor and the Board of Directors.
 - Create a relaxed and welcoming setting
- Post holders will require a flexible approach to their working day to ensure service standards and expectations are met and sustained i.e. overseeing weekend, evening, bank holiday café

operations.

A number of waiting staff are required; it is anticipated that a registered panel of eligible personnel will be formed from which a working rota will be established. The Job Description may include any other duties and responsibilities that will be determined in consultation with the jobholder. We do not intend it to be rigid and inflexible but rather provide guidelines within which the jobholder will work.

Salary: £5.95 Per hour, plus tips, (depending on experience)

Hours: Negotiable in accordance with café requirements and workload demands.

**Café Waiting Staff
Personnel Specification**

Factor	Desirable Criteria/Competencies Required	Method of Assessment
Qualifications and Experience	Previous experience of working in the hospitality/ catering industry. OR Previous experience of working in a customer service environment.	Application form Only those applicants who state clearly on their application form that they have the required level of qualification/experience will be considered for interview.
Knowledge	Knowledge of the role Knowledge of relevant legislation and associated best practice.	Interview
Skills and Aptitudes	Good interpersonal and communication skills Ability to prioritise Ability to show good organisational skills Ability to work as part of a team. Ability to work to agreed objectives	Interview
Special Circumstances	Ability to work flexible hours as the post would demand, which may require to be undertaken at evenings, weekends and Public Holidays. Applicants must be prepared to participate in training as required.	Interview
Health Requirements	A satisfactory level of general good health Acceptable attendance record Pre-employment Health Declaration	Application form/ Interview/ Referee Reports

Applicants please note: Shortlisting will be carried out on the basis of the essential criteria set out above, using the information given on the application form. You should therefore address the requirements when completing the application form, as failure to do so may result in you not being shortlisted. Appointments are subject to verification of appropriate qualifications.