

# **JOB DESCRIPTION**

<b>Title:</b>	Waitress/Waiter
<b>Locations:</b>	Crannog Restaurant – Fort William Town Pier Garrison West – 4 Cameron Square, Fort William
<b>Reporting to:</b>	Duty Manager / Front of House Manager

## **Area of Responsibility**

The waiter/waitress is responsible for representing Crannog to our customers, and reports to the Duty Manager and/or FOH Manager.

The waiter/waitress is responsible for helping achieve the stated business objectives and vision statement of The Crannog Concept – see staff handbook.

## **Main tasks**

1. Ensure customers have a fully enjoyable experience when dining at Crannog.
2. Ensure restaurant is clean, tidy and ready for service.
3. Take food and drink orders.
4. Assist customers in choosing food, wine and drinks.
5. Comply with all health & safety procedures.
6. Any other task required by management within the job holders skill set.

## **Performance criteria (related to main tasks)**

1.
  - Meet and greet customers with a positive, welcoming and friendly attitude. Make eye contact and smile.
  - Ensure orders are taken correctly and that all of the order is taken to table.
  - If for some reason, something is not available, ensure customers are informed and alternatives offered.
  - Inform duty manager if stocks are running low e.g. wine, bar stock.
  - Be attentive and considerate to different customers' needs.
2.
  - Ensure all glassware, cutlery and plates are clean before they reach customers
  - Ensure table is set correctly with clean cutlery, side plate and glass ware and a neatly folded napkin. Tables should also have clean, filled salt and pepper mills, candles in winter, bread, butter and Crannog information card.
  - Ensure restaurant is warm and welcoming. The fire should be well stocked.
  - Ensure flowers look attractive, removing any deadheads.

3.
  - Ensure all items ordered are written up so they are clearly detailed on our customer's bill. If you notice something is not on their bill, excuse yourself and have this amended.
  - Take payment – either by card, cash or cheque.
  - If any gratuity is left, pass to Duty Manager for banking.
4.
  - Study the menu and drinks list to gain excellent product knowledge
  - Be aware of desired customer spends – try to increase spends by offering non house wines, pre-dinner drinks, liqueurs, coffees, etc.
5.
  - Understand Licensing Laws
  - Familiarise yourself with H&S procedures which are detailed in staff handbook
  - Be fully aware of what to do in the event of a fire

### **Skill set required**

#### Essential:

Good customer service skills, good general health, clean and tidy appearance, clear speech, standard grade education, steady under pressure, pleasant, polite, friendly, helpful, willing to learn; ability to work on own or as part of a team and use own initiative; must be flexible in approach to working evenings, weekends and split shifts.

#### Desirable:

Driving licence, experience in restaurant work, experience of customer care (training), and an interest in food and drink, interest in fish and seafood.

Level 2 VQ in food service is preferred or relevant experience and a willingness to undertake the above.

### **Special Circumstances**

It is the nature of this business that holidays are not usually taken during the months of July and August unless specifically agreed with your line manager. It is also the case that during most public holidays you will be expected to work. Flexibility may be needed to cover sickness and absence. Some project work may be required.

Holidays and time off must be planned in advance with the approval of the line manager.

Job Holder: .....

Signed: ..... Date: .....