

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Waiting Staff
<b>REPORTING TO:</b>	Bistro @ The Castle Manager
<b>DIRECT REPORTS:</b>	None
<b>LOCATION:</b>	Bistro @ The Castle

## **PURPOSE OF JOB**

- To be customer focused by consistently delivering excellent customer service with an informed, friendly and effective approach
- To assist with the service of customers, to ensure an efficient, professional service at all times.

## **MAIN DUTIES AND RESPONSIBILITIES**

- To exceed customer expectations by anticipating/being aware of their needs and offering a personal and attentive level of service to ensure that these needs are fully met
- To welcome and be receptive to individual customer requirements
- To adopt a "can do" attitude towards all aspects of customer service
- To take customer orders and provide an attentive table waiting service during the customer's visit and manage any special requests
- To have a good knowledge of all dishes and products on the menus and product lists
- To ensure you are up to date with current menu choices and specialties and know if the kitchen staff are running out of any item
- To take and process customer payments and provide receipts

- To assist in the general clearing of the Bistro area according to predetermined procedures
- To take every opportunity to upsell food and beverage – side orders, home-baking, coffees, wines etc
- To be aware of services/events in other areas of The Black Watch Castle and Museum and around Perth/Perthshire so that customer queries/information requests can be handled in an informed and reassuring manner
- To practice the correct and safe use and care of all items of equipment
- To be fully aware of and strictly adhere to The Black Watch castle and Museum's security procedures
- To be fully aware of and adhere to current alcohol licensing laws
- To attend training when required
- To be aware of and adhere to Health and Safety and Fire procedures as laid down by The Black Watch Castle and Museum
- To suggest ideas for further improving the department and customer service.
- Any other reasonable duties as requested by the Bistro Manager

### **Other Duties and Conditions of Service**

The post holder is expected to work to further the mission and aim of The Black Watch Museum, and to comply with the company's policies and procedures.

This is not an exhaustive list of responsibilities, and the post holder will be expected to undertake other duties within the remit of the job and appropriate to their level of seniority as requested by the relevant line manager.

**This job description will be reviewed periodically, and The Black Watch Castle & Museum reserves the right to vary the duties within the job description in line with the needs of the business.**

I acknowledge the receipt of the above job description:

Name: ..... Signature: ..... Date: .....

**PERSON SPECIFICATION:**

**Waiting Staff**

<p><b>Knowledge / Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and customer service skills</li> <li>• Excellent organisational skills</li> <li>• Basic knowledge of food preparation and hygiene</li> <li>• Numeracy and literacy skills</li> </ul>
<p><b>Experience / Qualifications / Training</b></p> <ul style="list-style-type: none"> <li>• Food hygiene certificate</li> <li>• Experience of working in a similar customer facing role</li> <li>• Catering experience</li> <li>• Dealing with cash, credit/debit card transactions and operating a till</li> </ul>
<p><b>Personal Qualities / Attitude</b></p> <ul style="list-style-type: none"> <li>• A commitment to providing world class service</li> <li>• Friendly and approachable manner</li> <li>• Ability to multi-task</li> <li>• Self motivated, flexible and enthusiastic</li> <li>• Ability to work as part of a team and under own initiative</li> <li>• Take responsibility for own actions and performance</li> </ul>
<p><b>Work Related Circumstances</b></p> <ul style="list-style-type: none"> <li>• Must be flexible with working hours</li> <li>• Must be willing to undertake relevant training</li> <li>• Must be willing to learn about other departments within the organisation</li> </ul>