

THE BISTRO QUARTERS JOB DESCRIPTION



JOB TITLE	Part-time Waitress/Waiter	
LOCATION	Brunswick House, 499 Etruria Road, Newcastle-under-Lyme, Staffordshire ST4 6JR	
LINE MANAGER	Restaurant and Bar General Manager	
HOURS OF TRADING	Open 08:00 - 23:00. 7 days per week.	CONTRACTED HOURS A minimum of 10 hours per week
HOLIDAY ALLOWANCE	28 days paid holiday per annum, including all statutory and bank holidays. Reviewed each January and adjusted accordingly on a pro-rata basis for part-time hours.	
BENEFITS	Use of salon out of hours for authorised, complimentary staff treatments. Discount off food in the Bistro (excluding Saturdays, Sundays and after 6pm on Fridays).	
POSITION SUMMARY	<p>We at Beauty and the Bistro are looking for waiting staff to serve our restaurant guests.</p> <p>Working as part of a dynamic and fun team, the ideal candidate will have lots of enthusiasm, a friendly and approachable manner, a love for taking care of customers and a passion for great food, drinks and service.</p> <p>Previous experience of high end waitressing/waitering is desired.</p>	
PRIMARY RESPONSIBILITIES		
Take responsibility for all aspects of health & safety and food hygiene		Maintain a respectful manner when dealing with all members of the bar, kitchen and front of house staff
Building rapport with all customers and serving food		Preparing the room for service
Using excellent customer service skills, using your ability to understand and respond to individual guest's needs and requirements		Dealing with complaints in a calm and respectful manner
Ensuring an extremely high standard of execution quality		Ensuring customers have everything they need without being intrusive

PERSONAL ATTRIBUTES		
	ESSENTIAL	DESIRED
QUALIFICATIONS & TRAINING	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Diploma in hospitality
EXPERIENCE	<ul style="list-style-type: none"> Minimum waitress experience 6 months 	<ul style="list-style-type: none"> Silver Service trained
QUALITIES & ATTITUDE	<ul style="list-style-type: none"> A positive, enthusiastic and friendly attitude towards others within the team A friendly, positive, caring attitude towards clients and colleagues An effective communicator with excellent customer service skills and the ability to build effective relationships at all levels Excellent multitasking skills 	<ul style="list-style-type: none"> Excellent customer service skills Able to deal with difficult clients Attention to detail Professional personal presentation

COMPETENCIES	
Strong organisational skills.	Ability to make decisions on your feet and work on your own initiative when the situation requires
Excellent interpersonal skills.	Competent multi tasker and enthusiastic to learn and willing to undertake any training necessary
Understanding the use of and cleaning equipment.	Customer service focus.

PREPARED BY					
NAME	Jessica Tams	SIGNATURE:		DATE	__ / __ / __
POSITION/TITLE	Managing Director				
RECEIVED ON	__ / __ / ____	GIVEN TO (NAME OF STAFF MEMBER)			

Please Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.