



WAITER- JOB DESCRIPTION

JOB OVERVIEW			
JOB TITLE	Waiter/Waitress	TRAVEL FREQUENCIES	According to business needs
DEPARTMENT	Attaché	GRADE	-
LOCATION	Diplomatic Quarter, Riyadh	NATURE OF THE JOB	Field/Office Based
REPORTS TO	-	JOB TYPE	Full time Part time

JOB DETAILS	
GENERAL JOB DESCRIPTION	<p>The Waiter needs to ensure that all guests are served according to the high quality of standards and procedures provided by the organisation. It is the responsibility of the Waiter to take orders and serve food and beverages to guests, it is an important role in guest satisfaction as one of the responsibilities is to check on guests to ensure that they are enjoying their meals, and take action to correct any problems that may arise.</p> <p>The Waiter needs to be always aware of guest satisfaction to deliver the perfect service experience.</p>
DUTIES & RESPONSIBILITIES	<ul style="list-style-type: none">• Greet guests and present them with the menu.• Inform guests about the special items for the day and menu changes if any.• Suggest food and beverages to the guest, and also try to upsell.• Take food and beverage orders from the guest.• Issue receipts, accept payments and return the change.



	<ul style="list-style-type: none">• Perform basic cleaning tasks as needed or directed by supervisors.• Enter the order on the POS machine and make sure to enter the special requirements made by the guest while ordering the food.• Communicate to the guest and provide assistance with their queries.• Observe guests and ensure their satisfaction with the food and service.• Promptly respond to guests with any additional request.• Maintain proper dining experience, deliver items, and fulfill guest needs.• Adhere to grooming and appearance standards provided by organization consistently.• Understand and can communicate products and services available at the organization.• Assist other areas of the property , such as answering telephones, and completing financial transactions.• Print closing report and drop the cash to the finance department.• Tally the credit card settlements for the day with the batch closing report.• Close the shift on the POS terminal.
EDUCATION & TRAINING	<ul style="list-style-type: none">• High school diploma.
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none">• Proven years of experience in the same position or equivalent.
SKILLS & ABILITIES	<ul style="list-style-type: none">• Speak with colleagues using clear and professional language.• Prepare and review written documents accurately and completely.• Excellent guest service skills.• Effectively communicate in English, in both written and oral forms.• Positive Interpersonal skills and the ability to work in a team environment.
HOURS & SHIFTS	9 hours (+/- 90 minutes)