

## **TOM WOOD PUB COMPANY LTD.**

### **JOB DESCRIPTION**

**Job Title** Waiter/ Waitress

#### **Overall Purpose of the Job.**

To work closely with and to the standards set by the Chef and / or Manager.  
To ensure that Food Hygiene legislation is adhered to.

#### **Duties and Responsibilities**

- Ensure all menus and chalkboards are displayed.
- Familiarise yourself with all items on the food menu and specials board.
- To greet and seat customers wishing to dine.
- Take customers orders and ensure they have any drinks required.
- Explain to customers that our food is freshly prepared and therefore there will be a 15-20 minute waiting time.
- Serve customers their meal from the kitchen (assist kitchen staff as required)
- Ensure customers are enjoying their meals, deal with any complaints quickly (via the manager)
- Total customers bill in accordance with prices determined by the Company, take money, ring into cash-register and supply receipt if required and necessary change.
- Thank customer for visiting our establishment.
- Wash and clean dishes as required
- Assist with food preparation if required to do so.
- Ensure highest standards of personal hygiene.
- To dress smartly and wear a uniform if required to do so.
- To report any accident or damage directly to the Manager

#### **As a member of staff, the following knowledge is required.**

- To know the range of products sold and their prices.
- Food Hygiene Regulations
- The geography of the house, its layout and all amenities.

**Position within the Company**

The Waiter/waitress will work along side other Waiters/waitresses and kitchen staff. They will work closely with the Chef and the Manager, whom they shall report directly to

**Acknowledgement**

I acknowledge receipt, of a copy of the Waiter/waitress Job Description and confirm I have read and understood and which I agree.

**Signatures**

1 Postholder.....Date.....

Print name.....

2 Manager.....Date.....