



THE
DW
STADIUM



Job title	Waiter/Waitress	Reports to	Restaurant Manager
Location	DW Stadium		
Department	Catering		
Job purpose			
We are looking for a skilled Waiter or Waitress to take orders, deliver food and beverages and display a high level of customer service to our customers at Rigaletto's Restaurant.			
Jobs reporting into the job holder		None	
Key responsibilities and duties			
<ul style="list-style-type: none"> • Setting up the restaurant area ready for service • Clearing down work areas at the end of the shift • Rotation of stock must be carried out when restocking bar area • Serving food and drinks direct to customers, via table service • Keeping work area clean and tidy at all times • Cash handling, completing accounts and cashing up at the end of the shift • Meeting and greeting clients face to face and on the telephone, taking table reservations making sure that the diary is well maintained • Dealing directly with clients, ensuring that all their individual requirements are met and dealing promptly and professionally with any customer complaints that you are made aware of • Maintaining high standards of quality control, hygiene and health and safety • Adhering to the licensing objectives in accordance with Legislation • Ensuring all equipment is well maintained and correctly stored reporting any maintenance requirements to your line manager 			
Health and safety			
<ul style="list-style-type: none"> • Fully endorse, demonstrate and carry out the group's health and safety policy • Comply with all group policies and statutory regulations relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place, and assist if required with the amending of risk assessments periodically. • Have a full knowledge of procedures for evacuation with regard to fire. • Identify and report maintenance requirements or hazards within the workplace and encourage any workforce to do the same to avoid injury 			
Safeguarding			
<ul style="list-style-type: none"> • The group is committed to safeguarding the welfare of children and young people and expects all staff and volunteers to endorse this commitment • The employee must act to protect all young people and vulnerable adults that are in their care or attending the group's premises. The employee must report any misconduct or suspected misconduct to the Head of Safeguarding. 			
General			
<ul style="list-style-type: none"> • Cooperate fully with colleagues and be flexible when assisting them in response to business needs of the group 			

- Ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees and customers
- The above job description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the group

DBS check required | No

Person specification

	Essential requirements	Desirable requirements
Qualifications		<ul style="list-style-type: none"> • Level 2 Certificate in food Safety
Experience	<ul style="list-style-type: none"> • Previous bar or food service experience with a proven track record of delivering a quality service to customers 	
Knowledge and skills	<ul style="list-style-type: none"> • Excellent communication skills • Previous experience in handling cash 	<ul style="list-style-type: none"> • Previous experience of using EPOS systems • Understanding of food hygiene, health and safety and COSHH in a food and beverage environment
Personal qualities	<ul style="list-style-type: none"> • Aged 18 or older • A friendly but professional attitude towards the clients • Able to work on own initiative and as part of a team • Motivated by a passion for quality and great service delivery 	

I confirm that I have read and agreed to this job description outlining the main duties of my job role.

Job holder name:

Signed:

Date: