

Shisha Waiter

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Company: Le Méridien

Location: Fujairah

Category: healthcare-practitioners-and-technical

POSITION SUMMARY

The following are specific responsibilities and contributions critical to the successful performance of the position: Main Responsibilities Follow all Marriott policies and procedures. Comply with “clean as you go” policy. Practice safe work habits at all times. Report to work on time and in a neat, clean and pressed uniform including name badge, Daily Basics card, pen, pad, bottle opener, lighter and pieces of cork. Follow self-cashiering procedures. Report problems immediately to a supervisor. Prepares, sets up, and serves Shisha according to established standards and presentation. Ensures that the bar is well-stocked with Shisha accessories and all necessary equipment and accessories. Handles guests’ concerns professionally. Responsible for packing shishas, preparing the shisha bar, and generally keeping the bar areas clean. Responsible for preparing charcoal needed for shisha serve and transferring it in a safe manner. Coordinate with the shisha supplier and outlet supervisor in maintaining the par stock of following items. Essential Functions Set up the restaurant efficiently and accurately, including the tables, bar and anti-pasta/fish counter. Actively participate in daily stand up briefings and taste panels. Ensure knowledge of the Basic of the Day and the Food and Beverage Brand Standards, and ensure these are followed. Handle an assigned station, and leave the floor only after permission from a supervisor. Take and serve guest orders promptly and according to Brand Standards, sequence of service, and sales dialogue. Be aware of any items. Always offer a choice of sparkling or still water. Check back after two bites of the main course. Crumb the table after main course or when necessary. Change the ashtray after two butts and after putting dishes on the table. Offer a refill when a third

of the drink is left Clear empty glasses and dishes as necessary Serve all beverages in accordance with Brand Standards and Use Records Answer any guest questions about the menu items, daily specials and beverages, including knowledge of the ingredients, preparation methods and garnishes. Make appropriate suggestions to suit guest needs and proactively up-sell items. Check food before serving it to the guest to ascertain that appearance, temperature and portions are correct. Operate the MICROS system accurately: Ensure accurate and informative punching of orders Have any voids or adjustments initialed by a supervisor Ensure the prompt bussing of tables once the guest has departed. Ensure all re-setups of tables are clean, stain free and accurate, with special attention to detail. Side stations must be clean and organized at all times. Do all necessary set-up and side work assigned.

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