

## Waitress

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

### Company Description

### Job Description

#### **The Position**

To provide prompt and courteous F&B service to the Hotel's guests.

#### **KEY ROLES & RESPONSIBILITIES**

Read daily events, to acknowledge any VIP's arrivals.

Must know all menu items, their garnishes, contents and preparation methods and be able to relay that information to guests in a polite and concise way if asked.

Serve and clear food and beverage items in an unobtrusive and professional manner

Utilize the POS system to ring up sales, print checks, close checks and complete cash-out procedures

Carry trays, bus and reset tables with linen, china, glass and silver

Ascertain guests' satisfaction and handle any problem which may arise, informing a manager of the problem and how it was resolved

Follow cash and credit card procedures according to the guidelines of the accounting department

Maintain a clean, neat and orderly restaurant throughout service

Polish silver, refill salt, pepper and sugar, creamers, etc

Ensure that work station is stocked with appropriate condiments at all times

Report any guest comments regarding food and beverage to manager

Conscientious handling and maintenance of operating equipment

Learn and adhere to safety, sanitation and hygiene policies

Maintain good working relationships with colleagues, and all other departments

Maintain complete knowledge of all F&B services, outlets and hotel services/features

Perform opening/closing side duties as assigned and set all tables according to standards

Report to manager any kinds of deviation from set standard and procedures

Ensure that all service and storage areas are kept safe and clean

Help minimize waste, neglect, breakages and mishandling of supplies and equipment

Carry out light cleaning and maintenance of the outlet

Assist other Food & Beverage Outlets in their operations during peak hours if needed

Qualifications

### **PERSONAL ATTRIBUTES**

Good Reading, writing and oral proficiency in the English language

Must be well presented and professionally groomed at all times

Able to account and handle cash effectively and efficiently

Good communication and customer contact skills; good problem resolution skills

Basic F&B product knowledge

Team player with strong interpersonal skills and attention to detail

## QUALIFICATIONS

Secondary education

## EXPERIENCE

Minimum 1-year food and beverage serving experience

Previous public contact and/or cashiering experience

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