

Waitress (Turkish)

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Company: Skelmore Hospitality Partners

Location: Dubai

Category: healthcare-practitioners-and-technical

Working Hours

Working hours will be 5 days a week or an average of 50 hours per week (up to a maximum of 54 hours per week as per UAE labor law), exclusive of 1 hour meal/other breaks per day.

Primary Responsibilities

Be passionate about customer service with the capability of delivering amazing hospitality to our guests.

Responsible for maintaining service standards in accordance with established policies and procedures.

Responsible for ensuring guests received the highest possible level of service to maintain overall satisfaction on a consistent basis.

Make all our guests feel comfortable and let them know you're there to personally take care of them.

Responsible for attending on-going training on full-time and ensure compliance of company standards and procedures.

Maintain standards of food and beverage quality as established through restaurant standards, policies and procedures.

Follow and maintain service quality assurance.

Arrange proper mis-en-place for busy operation.

Arrange all side station before and after the service. (complete and clean cutleries, glasses and condiments)

Be courteous, warm, smiling while dealing with guests.

Be efficient, fast and serve with confidence and flair.

To use up-selling techniques when selling food and beverage items.

Ensure that all areas in the restaurant are clean for hygiene purpose.

Must learn and describe the food/menu proficiently. Inform guests of specials and menu changes.

Must communicate with the guest to ensure that they are enjoying their meals and take actions to correct any problems.

Check all glassware and utensils for cleanliness and appearance.

Correctly post all sales. Prepare final bill, present check to guest, accept payment, process credit card charges or make change (as applicable)

Ability to use Micros and understand all features available.

In case of cash payments, ensure to receive and return accurate amount.

Be willing and ready to assist colleagues as and when situations arise

Thank guest and invite them to return.

Recognize regular guests and remember their names for the personal service touch.

Maintain a clean and orderly restaurant during service.

Prepare a requisition for all items necessary to bring the restaurant inventory back to

par stock level after service.

Turn off all equipment and secure all inventories after service.

Qualifications and Skills

Diploma in Hospitality Management. Additional trainings preferred.

Minimum 2 years' experience as a Waiter/Waitress in a Restaurant.

Be able to speak, read and write English. Additional languages will be an advantage.

Must have an advanced knowledge of dining room and service procedures and functions.

Basic math skills and have the ability to handle money and operate a point-of-sale system.

Be able to work in a standing position for long periods of time

Be able to work in a fast paced environment.

Be able to manage multiple tasks simultaneously.

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