

Waiter (Supervisor)

Position details

Position	Waiter (Supervisor)
Reports to	Duty Manager/Hotel or Motel Manager
Responsible for	Ensuring customers are served in a professional and timely manner, including exercising patron care Supervising/training employees of food and beverage staff General cleanliness of the work area
Department	Food and Beverage
Hours of Work	Full-time 38 hours per week Part-time Less than 38 hours per week Casual As requested

Main duties and tasks:

- supervising and training food and beverage attendants of a lower grade
- responsible for the front of house dining room or catering function
- taking reservations, greeting, seating guests and presenting them with menus and beverage lists
- report to manager on duty or equivalent senior management or venue owner, assist in rostering of staff
- assist manager on duty or equivalent management or venue owner with end of shifts (afternoon or night) reconciliation of transactions
- receipt and dispensing of all monies
- banking of cash and ensure the till is adequate for change
- coordinate and manage stock take
- setting and arranging tables
- taking orders and relaying them to kitchen and bar staff
- serving food and beverages
- opening bottles and pouring beverages
- clearing tables and returning dishes and cutlery to kitchen
- removing empty bottles and used glasses from tables, and refilling and replacing glasses
- collecting payments for sales and operating point of sales machines and cash registers
- may recommend wines to complement food