

# **JOB DESCRIPTION**

## **TITLE**

Waiting Staff – Full & Part Time

## **LOCATION**

The Lakes Distillery Company Limited

## **RESPONSIBLE TO**

Bistro Manager

## **STATEMENT OF PURPOSE:**

Responsible to the Bistro Manager for -

Ensuring that we provide smooth, courteous and efficient service and hospitality to our guests.

## **KEY RESPONSIBILITIES**

1. Provide outstanding customer service at all times.
2. Take and serve food and drink orders.
3. Maintaining the Bistro's clean and tidy appearance.
4. Assist other members of the team when required.
5. Comply with all relevant legislation relating to health and safety, food hygiene regulations and licensing legislation.
6. To promote a safe, healthy and environmentally secure environment.
7. Any reasonable request of the line manager.

## **BENEFITS**

1. Part time and full time positions available
2. Flexible working hours
3. Competitive rate of pay
4. Share of gratuities.



# PERSON SPECIFICATION

|                             | ESSENTIAL  | DESIRABLE  |
|-----------------------------|--|--|
| <b>SKILLS</b>               | <p>The ability to be confident in a customer facing role.</p> <p>Good organisation and time management skills</p> <p>The ability to remain calm and effective under pressure.</p> <p>Team player.</p> <p>Excellent communication skills.</p> <p>Presentability.</p> <p>Passion for the role.</p> <p>Confident with handling cash and credit card transactions.</p> |  |
| <b>KNOWLEDGE</b>            | <p>General understanding of food hygiene and health and safety in a restaurant environment.</p>  |  |
| <b>EXPERIENCE</b>           |  | <p>Previous experience in a similar role; however this is not essential as full training will be provided.</p> |
| <b>QUALIFICATIONS</b>       | <p>Good general level of education</p>   |  |
| <b>SPECIAL REQUIREMENTS</b> | <p>Flexible towards hours of work</p>  |  |

This document outlines the duties required for the post for the time being, to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility.