



RESTAURANT WAITING ASSISTANT JOB DESCRIPTION

This job description no way states or implies that those duties listed below are the only ones to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their Head of Department or Duty Manager.

Main Duties and Responsibilities

- Ensure all mise en place is correctly prepared and in place before the service begins
- Set up the restaurant according to the table plan, cover layout and standards defined by the hotel's management.
 - Assist in creating a warm and welcoming environment for our guests
- Ensure all guests requests and queries are responded to promptly and effectively and an exceptional service is delivered to guests at all times.
 - Serve and clear food and drinks in a courteous, polite, efficient and friendly manner
- Knowledge of food allergens and dietary requirements and the procedures we follow as outlines in the hotel employee handbook.
 - Constantly monitor guests in order to anticipate their needs. Communicate effectively with manager/supervisor re guest feedback, to ensure all potential complaints are diffused and guests leave satisfied.
 - Ensures all service and back of house areas are well stocked and clean
- Ensure the restaurant areas are clean and well presented at all times and assist with cleaning in line with the cleaning schedule
 - Assist in the set up and preparation for functions and events when required
 - Ensure that the 4-star standard of the hotel is consistently achieved and maintained.
- Also, to work as part of the wider hotel, team to promote a positive image of the Hotel at all times, liaising with other departments when necessary
- To be aware of and comply with Health & Safety at Work Act 1974 and the Hotel Fire Procedures and to adhere to these procedures in the event of a fire or fire evacuation.
 - Must have a positive attitude and be a team player
 - Must have good communications skills
- Correct laundered uniform including name badge to be worn at all times

All rules, policies and procedures that are in the Hotel Employee Induction Handbook are to be followed at all times without exception.



The Metropole Hotel and Spa, 100+ bedrooms, 12 event rooms, 2 restaurants, 3 bars

**To apply contact Sam Batten, Operations Manager,
with cover letter and CV to gm@metropole.co.uk**

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