

JOB DESCRIPTION

Position	Waiter
Reports to	Director Floor Manager Area Supervisor
Department	Food and Beverage Service Team

Job Summary:

Welcome all clients ensuring a happy, positive and friendly impression of the Beach Club. The waiter/waitress will serve food and beverages to our clients in a friendly, professional and timely manner to the beds/tables they have been assigned (but not limited too) holding natural conversation and delivering with the highest of standards and best practice. The server must be knowledgeable and have a perfect understanding with regards to all our products and menus. You are expected to be attentive and responsive and available to clients needs throughout the day, your area perfectly attended ensuring cleanliness and working professionally and closely with the runners. It is your responsibility to ensure that the clients receive the best possible experience and that all client queries and complaints are dealt with professionally and efficiently. The waiter/waitress must always have an exceptional appearance, be energetic and comfortable interacting with clients. The waiter/waitress will be comfortable using his/her knowledge to up sell where possible and provide an overall exceptional beach club experience to new and existing clients.

Main Duties

- Welcome all guests with a smile, happy, friendly and professional attitude introducing yourself and presenting the clients with all relevant menus and information
- Ensure you are knowledgeable with regards to all the food and beverage products and any relevant changes on and throughout the day. This extends to allergy information, ingredients etc.
- To understand and have knowledge of all products to up sell and understand clients needs making suggestions where possible
- You must be present, attentive and responsive
- Take all orders quickly and efficiently using the hand-held system ensuring waiting times are kept to an absolute minimum and within our best practice
- You must be confident in the correct service procedures and presentation standards (bottle service, opening and pouring champagne, wine, serving food etc.)
- Take control of your clients and know when to take initiative. To be proactive and observe guests throughout the day and preempt any needs or situations ensuring they receive an excellent service.
- Maintain impeccable service throughout the day, clearing and replenishing and ensuring satisfaction with products and service.
- Ensure your area is clean, safe and well-maintained including communal work stations
- Adhering to hygiene, health and safety and best practice standards.
- You must work closely with the runners and kitchen team to ensure the overall smooth operation

- Accepting cash and card payments correctly and that receipts and change are issued. The waiter/waitress must ensure the financial integrity of the company through strict cashiering accountability and adhering to the company cash control procedures
- Daily basic cleaning tasks as directed by the supervisor
- To be punctual with an exceptional appearance in full uniform and appropriate footwear.
- Work closely, assist and communicate with your supervisor listening and understanding instruction paying attention to what is happening around you.
- You must be available to answer questions, queries and deal with customer issues effectively, ensuring the client's needs are met throughout the whole of their visit, seeking guidance from floor staff and supervisors when necessary.
- Understand and communicate all of the beach club products and services
- Understand the infirmary procedures and alert security/supervisors/lifeguards with regards to anyone in need of medical attention.
- The waiter/waitress must be energetic, fun and always professional willing to approach and engage with clients throughout the duration of their visit taking the time to listen and express interest. To provide exceptional customer service, a great work attitude and professional service to ensure the clients overall experience.

Requirements

You must have at least 2 years' experience in an energetic fast-paced service environment any additional service skill is a bonus (bottle service, tray experience) You must have an aptitude for life and a great work ethic. You must speak good English, Spanish and other languages being a huge advantage. A good team player but self-motivated and integrity in dealing with others incorporating great customer service. Pro active with a positive attitude willing to always improve and learn new skills and be client focused.