



Job Description

Date: March 2008

Position: Waiter – Commis de salle

Department: Café Wiltcher's / F&B operations

Reports to: Chef de rang

Location : Brussels

Summary: The main role of the Hilton waiter is to ensure a smooth service, taking account of the Conrad service standards; under supervision of his/her ascribed chef de rang. Moreover he/she is responsible for increasing sales by providing specialised advice and active selling.

Main responsibilities:

"This is not an exhaustive list. A job description is not a definite overview of the expected duties. Items can be added in the future depending on the departmental development. The holder of this statement can so be asked to take on other tasks in addition of the ones stated."

- ☐ Assists his/her chef de rang during the service by staying constantly at his/her disposal.
- ☐ Contributes constantly to active promotion of in-house sales by optimal knowledge of all services provided by the hotel. Knowledge of the opening hours and promotions of all F&B-outlets is seen as rudiments.
- ☐ Is acquainted with the suggestions of the day before starting the shift.
- ☐ Does the cleaning of all trolleys and pedestal tables.
- ☐ Is responsible for the polish and mis en place of all cutleries.
- ☐ Is in charge of filling the sugar dispensers, mustard pots, toothpicks and oil & vinegar recipients.
- ☐ Is in charge of supplying the restaurant with all linen.
- ☐ Follows the daily cleaning plan.
- ☐ Respects the closure plan of the restaurant.
- ☐ Is responsible for the cleanliness and tidiness of his/her uniform and personal hygiene.
- ☐ Must be present at each Commis meeting organised once a month by the Team Coach.

Prerequisites:

- ☐ He/she complies with all Hilton International company policies as well as with all systems and procedures laid down by the operations director and General Manager.
- ☐ He/she must be able to communicate with the different departments ensuring guest satisfaction.

Introduction training:

Explanation of Hotel structure and procedures

Profile:

- ☐ Hotelschool (operational) education is indispensable.
- ☐ Language (Dutch or French and English) and communication skills are of vital importance.
- ☐ Knowledge of all technical equipment, which needs to be used in the outlet, is considered as elementary.
- ☐ Adopts a commercial attitude at all times and maintains awareness of all sales opportunities within the outlet.
- ☐ Shows enthusiasm and initiative to become as sufficient in his/her job.
- ☐ Ensures impeccable personal appearance and professional attitude.
- ☐ Ensures work superficies are net and tidy.
- ☐ Business minded.
- ☐ Pro-active

Read and agreed**Signature**