11 CADOGAN GARDENS CHELSEA

Job Description

Job Title: Head Waiter	**Department**: Restaurant	**Reporting to:** Restaurant Manager

Aim of the role
To assist the Restaurant Manager and their Assistants in the organisation and supervision of service in the Restaurant, bar and Room Service areas.

Responsibilities

- To ensure that the service is at all times performed in a professional manner and to the style as specified by the Restaurant Manager.
- To be fully conversant with every dish served in the Restaurant and to provide explanations as requested.
- To communicate with other Restaurant staff and departments.
- To assist the Restaurant Manager and their Assistants in keeping the morale of the Team up through social and educational events.
- To make sure that Company Policy, the Vision Statement, and Departmental Objectives are followed and utilised at all times.
- To assist with mise en place through distribution of tasks and to ensure the monitoring and completion of tasks is done properly and in time allocated.
- To take responsibility for service in the area of the Restaurant under your responsibility during your shift.
- To assist the Restaurant Manager and their Assistants in the preparation and presentation of training programmes, briefings and SOP's.
- To report, monitor or handle small disciplinary matters.
- To be competent in advising guests with food allergies or dietaries by liaising with the kitchen and bar teams and ensuring the order is processed correctly. To also ensure this is communicated to all relevant staff and departments and guest profile is updated with the relevant information.
- To be aware and promote all services offered in the Hotel.
- To ensure that all guest wishes are met so far as is reasonably possible.
- To ensure that all staff call guests by their correct name and title.
- To assist with the Restaurant administration as allocated at twice monthly Management meetings.
- To welcome, sit and take food orders from guests in the Lounge or Restaurant.
- To ensure that service is at all times performed in a professional manner following standards set.
- To ensure that the billing procedure is thorough, correct and signed at completion of each meal.
- To collate information and feedback while attending all staff briefings before each service.
- To obtain feedback from guests and to use this to improve service and to pass on such to the Restaurant Manager and his Assistants.

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- To ensure overall responsibility of the running of your station, private function or room service.
- To assist in preparation, presentation and recording of trainings sessions.
- To maintain good communication between Kitchen/Restaurant and other departments on a daily basis re specials, shortages and special dietary requirements.
- To ensure that the Restaurant and Room Service areas are maintained to a high standard of cleanliness.
- To ensure that all appliances, fixtures and fittings are safe and work in accordance with Health & Safety regulations and report any faults to the Restaurant Manager or his Assistants.
- To be fully aware of the Hotel's Fire Safety Procedures and Health & Safety regulations.

THIS PERFORMANCE ROLE GUIDE IS NOT EXHAUSTIVE, NOR IS IT MEANT TO BE. ADDITIONAL ITEMS MAY BE INTRODUCED WHERE NECESSARY.

As the current post holder of this Performance Role Guide, I confirm I have read and understood the duties of this role.

Name (please print)_____

Signed:_____ Date:_____