

**Job Title:**  
**Casual Bar Waiting Staff**

**Responsible to:**  
Food & Beverage Manager

**Job Location:**  
Crowne Plaza Hotel, 117 Milltown Road, Belfast, BT8 7XP

**Rate of Pay:**  
National Minimum Wage under 25  
National Living Wage 25+

**Hours of Work:**  
Zero Hours - As rostered to meet the needs of the business

**Department:**  
Restaurant/Bar

**Purpose of job:**  
Ensure the cleanliness and correct preparation of mis-en-place, set up of the restaurant prior to and after service, ensuring the guests are warmly welcomed, orders taken efficiently and served to standard to ensure guest satisfaction.

**Qualifications/Experience**

**Essential**

Experience within a Food & Beverage/Waiting staff role  
Good communication and listening skills  
Ability to work in a fast paced environment requiring flexible working and a genuine willingness to help guests and colleagues in the hotel

**Desirable:**

Experience within the hospitality industry  
3 GCSE's at grade C or above to include Maths and English or equivalent

**Main Duties:**

- Preparation of restaurant/bar.
- Guests to be welcomed in a warm, friendly and courteous manner at all times.
- Meals and drinks to be served efficiently and with minimum delay/ wastage.
- Responsible for own station, replenishment of crockery, cruets, cutlery etc.
- Tables reset for next service.
- Answering the telephone and taking reservations for restaurant and accommodation.
- The opening and service of bottles of wine.

- Ensure dishes leaving the kitchen are to appropriate standards of presentation.
- Ensure the correct implementation of the customer relations policy.
- Wear clean, suitable uniform at all times.
- Ensure a high standard of personal hygiene and grooming.
- Deal with guest complaints in a friendly and efficient manner ensuring guest satisfaction at all times.
- Ensure billing is carried out accurately and signatures for room charges obtained.
- Assume responsibility for accepting bookings and to keep the booking diary up to date.
- Plates to be scraped, sorted and stacked in wash up.
- Upkeep of the equal opportunities policy to ensure that there is a neutral working environment.
- Participate in any training and personnel exercises designed to improve standards and performance.
- Work in accordance with standard procedures within each department.
- Keep staff/work areas tidy, safe and report any hazard, accident, loss or damage to management & observe all requirements under the health & safety legislation.

**Note:**

**\*The above is not intended to be an exhaustive list and you will be expected to comply with any reasonable requests or duties directed by management.**