



Job Description & Person Specification

Job Details

Commis Waiter

Role Purpose Statement:

- To ensure that the highest possible service is provided to the guests

Main Accountabilities:

Service Delivery/Operations

- To collect food from the kitchen
- To bring dirty cutlery, plates, glasses etc from the Restaurant to the washing area. To ensure stocking is carried out properly to minimise breakages
- To ensure that the side stations are kept clean at all times
- To follow and complete any instructions given to you by any senior member of staff

Service Quality

- To report any customer complaints to the manager on duty immediately
- To carry out the daily mise en place, cleaning schedule and to maintain the operation to the highest standard
- To follow and complete any instructions given to you by any senior member of staff

Team Work

- Ensure that you respect and support your fellow work colleagues and work collaboratively with other department to good levels of team work and collaboration

Compliance

- Comply and enforce the law in respect of the Licensing Act as applies to the Royal Automobile Club
- Observe and action as appropriate the Health & Safety, Hygiene and Fire Policies and Procedures as laid down by the Company, and particularly as they relate to the performance of your job

Key Data:

Nil

Person Specification

Qualifications & Training (Measured through XXX)	
Essential	Desirable
<ul style="list-style-type: none"> • Basic food hygiene - level one 	<ul style="list-style-type: none"> • NVQ in food service
Knowledge (Measured through XXX)	
Essential	Desirable
	<ul style="list-style-type: none"> • Experience in hospitality
Skills and Abilities (Measured through XXX)	
Essential	Desirable
<ul style="list-style-type: none"> • Passionate about customer service • Good communication skills 	
Personal Qualities (Measured through XXX)	
Essential	Desirable
<ul style="list-style-type: none"> • Team player 	
Values	Core Behaviours
Heritage Excellence Accountability Respect Trust	Focused Passionate Team Player Integrity Responsible

Signature.....

Name.....

Date.....