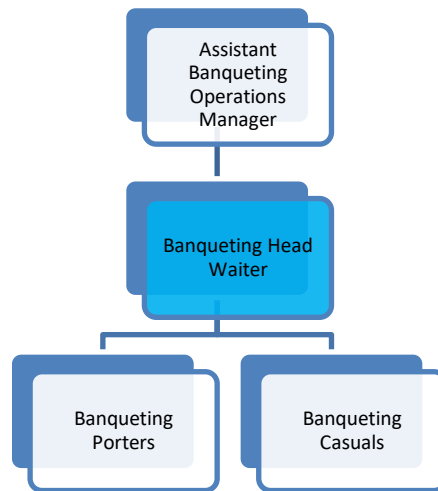




Job Description & Person Specification

Job Details

Banqueting Head Waiter



Location: Pall Mall

Role Purpose Statement:

To deliver a consistent and professional conference or banqueting experience that is memorable and leaves members and their guests feeling highly satisfied

Main Accountabilities:

Service Delivery/Operations

- Prepare the banqueting rooms to set standards prior to service, ensuring all mise en place is fully prepared, carrying out daily schedules and organising banqueting casuals as required.
- Meet & greet organisers in polite professional manner, using name and title as appropriate at every opportunity
- Seek opportunities to deliver above and beyond, and promote other areas and services within the club

Service Quality

- Deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all members and guests, anticipating their needs, so as to leave them with a positive experience
- Ensure you understand menu and wines being served and you are up to date with your knowledge about Audio visual operation.
- Receive comments, complements and complaints from members and ensure that these are passed to the manager on duty to action

Team Work

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

Cost Control

- Ensure that all billing is correct and posted through the EPOS system accurately
- Maintain right level of casual staff and ensure correct signing in and out
- Handle payments from members/guests during cash functions, ensuring that the correct itemised bill is presented and payment is received and processed according to departmental standards

Health and Safety/Compliance

- Comply with all club policies and procedures
- Attend statutory training and comply with health safety and fire procedures at all times

Key Data:

Total no of Banqueting covers: 50,055

Person Specification - Junior Head Waiter

Qualifications & Training (Measured through XXX)		
Essential		Desirable
<ul style="list-style-type: none"> Basic food hygiene certificate 		<ul style="list-style-type: none"> NVQ or equivalent in Food Service NVQ or equivalent in Customer Service
Knowledge (Measured through XXX)		
Essential		Desirable
<ul style="list-style-type: none"> Customer service experience in a quality similar service environment 		<ul style="list-style-type: none"> Knowledge of Electronic point of sales
Skills and Abilities (Measured through XXX)		
Essential		Desirable
<ul style="list-style-type: none"> Good interpersonal skills Highly presentable Good communication skills and able to converse with members in English 		
Personal Qualities (Measured through XXX)		
Essential		Desirable
<ul style="list-style-type: none"> Good attention to detail Teamwork 		
Values	Core Behaviours	Leadership Behaviours
Heritage Excellence Accountability Respect Trust	Focused Passionate Team Player Integrity Responsible	Listens Empowers Demonstrates Inspires Fair

Name.....

Date.....

Signature.....