

JOB DESCRIPTION

CAFE SERVER

OUR SERVER IS A PERSONAL REPRESENTATION OF THE SERVICE AND OVERALL HOSPITALITY OF THE RESTAURANT. IT IS THE JOB OF THE SERVER TO ENSURE THAT THE GUESTS ARE COMFORTABLE AND KEPT INFORMED OF THE STATUS OF THEIR ORDERS OR WAIT TIMES AND ARE SATISFIED WITH THE SERVICE FLOW.

THE POSITION REQUIRES SOMEONE WHO IS ORGANIZED, PROFESSIONAL, AND MOST IMPORTANTLY, A STRONG TEAM PLAYER.

RESPONSIBILITIES:

- WELCOMING GUESTS
- DEMONSTRATING MENU KNOWLEDGE
- ANSWERING QUESTIONS
- UP SELLING SPECIALTY ITEMS
- DESCRIBING DISHES
- TAKING ORDERS (BEVERAGE AND FOOD)
- HANDLING COMPLAINTS
- ENSURING GUEST SATISFACTION
- PROCESSING PAYMENT
- CLEANING TABLES AND DINING AREA
- SETTING TABLES

REQUIREMENTS:

- FLUENT IN ENGLISH
- EXPERIENCE IN FOOD AND BEVERAGE SERVICE IN A HOTEL OUTLET OR STAND ALONE RESTAURANT, DESIRABLE.
- WILLING TO WORK FLEXIBLE HOURS AND ON PUBLIC HOLIDAYS.
- NEEDS TO HAVE EXCELLENT INTERPERSONAL AND ORGANIZATIONAL SKILLS.
- INITIATIVE AND RELIABILITY ARE KEY.
- SHOULD ALSO BE PHYSICALLY FIT AND HAVE THE STAMINA NECESSARY TO STAND ON THEIR FEET AND MOVE AROUND FOR LONG PERIODS OF TIME.
- ADMINISTRATIVE AND COMMUNICATION SKILLS, SUCH AS THOSE ASSOCIATED WITH GIVING ORDERS AND PROVIDING DIRECTION TO CO-WORKERS ARE ALSO IMPORTANT.