




Code:	FBW007	JOB DESCRIPTION 
Job Title:	Waiter/Waitress	
Department:	F&B	
Reporting to:	Outlet supervisor	

Job Title	Waiter/Waitress	Department	F&B
Entity	IKOS ANDALUSIA	Location:	Estepona (Málaga-Spain)
Reporting to:	Outlet Supervisor	Responsible for:	Assistant Waiter/Waitress
Job Purpose Overview	To serve food and beverage to guests and provide friendly service according to the hotel standards in order to maximize guest satisfaction.		

Key Responsibilities	<p>Main duties:</p> <ul style="list-style-type: none"> • To have a basic knowledge of the resort and a very good knowledge of the hotel and outlet. • To serve food and beverage orders according to the established sequence of service. • To provide high quality and efficient service at all times. • To set and reset tables according to set standard at different meal periods. • To prepare all mise en place and any necessary side duties at the beginning and end of each shift. • To collect all store requisitions (food, beverage and non-food). • To avoid breakage of china & glassware. • To take care of all operational equipment. • To assist and adhere to all opening and closing procedures for the outlet. • To have a thorough understanding and knowledge of all food and beverage items on the menu and provide clarifications to the guests when needed. • To do upselling. • To provide a warm and friendly welcome to all guests. • To assist in greeting and seating each guest. • To ensure his/her personal working station as well as all working areas and guest areas are kept clean & tidy. • To handle all guests inquires in a courteous and friendly manner. • To fully control his working station and assistants. • To coach and assist in training new employees. 18. To answer all telephone calls and inquires. • To take table reservations if needed. • To establish a rapport with guests maintaining good customer relationship.
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	<ul style="list-style-type: none"> • To ensure sufficient numbers of menus of each type are clean at all times. • To receive guest-feedback and to monitor guest satisfaction. • To perform cashiering functions. • To post promptly all charges in to in-house guest folios after having ensured that the guests' signature is legible and appropriate. • To handle payments by credit cards and cash in accordance with the prescribed procedures. • To account for all guests' checks - those used during the shift, those remaining and those voided. • To inform the Outlet Manager about any complaint he handled and any kind of delays in the operation. • To participate with any idea for better departmental operation. • To follow the recycle policies set by the Sani Green Program of the company. <p>General duties:</p> <ul style="list-style-type: none"> • To respond to any changes in the Food and Beverage Department function as dictated by the company and hotel. • To report for duty punctually, follow the company grooming standards and wear name badge at all times. • To provide a courteous and professional service at all times. • To maintain good working relationships with colleagues, and all other departments. • To have a complete understanding of the hotel's employee handbook and adhere to the regulations contained within. • To have a complete understanding of and adhere to the hotel's policy relating to Fire, Hygiene, Health and Safety. • To maintain a high standard of personal appearance and hygiene at all times. <p>Occasional duties:</p> <ul style="list-style-type: none"> • To carry out any other reasonable duties and responsibilities as assigned by the Outlet Manager.
Dimensions	HOTEL
Skills & Abilities	<ul style="list-style-type: none"> • Enthusiastic, friendly & self-motivated professional eager to learn, develop and be part of a growing team. • Ability to cope under pressure and deliver excellent service results in a high-paced luxury environment.

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Qualifications	<ul style="list-style-type: none"> Degree in hospitality or restaurant management would be a plus.
Knowledge & Experience	<ul style="list-style-type: none"> Relevant experience in a restaurant/bar, ideally within a hotel environment. Fluency in English (verbal).
Special Working Conditions	<ul style="list-style-type: none"> Be prepared to work a flexible roster including evening and weekend duties on a frequent basis. Be able to stand and walk for long periods of time.

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