

Waiter Waitress Job Description Template

Overview of Waiter Waitress

A Waiter/Waitress is responsible for providing excellent customer service in a dining establishment. Waiters/Waitresses take orders, serve food and beverages, and ensure customer satisfaction. They are knowledgeable about the menu, make recommendations, and handle customer inquiries. With their friendly behaviour and efficient service, they contribute significantly to creating a positive dining experience and building customer loyalty.

What Does a Waiter Waitress Do?

Are you a service-oriented individual with a passion for hospitality? We are seeking a skilled Waiter/Waitress to join our dynamic team in delivering unparalleled hospitality to our guests.

In this role, you will be responsible for providing attentive and efficient service to our guests, taking orders, and delivering food and beverages with precision. Your welcoming atmosphere and ability to anticipate guests' needs will contribute to our outstanding reputation.

If you have a positive attitude, excellent communication skills, and a dedication to exceeding customer expectations, then this role is perfect for you!

Waiter Waitress Responsibilities and Roles

- ❖ Greet guests warmly and escort them to their tables.
- ❖ Present menus, offer advice, and precisely accept orders.
- ❖ Food and drinks should be served politely and promptly.
- ❖ Recognize the needs of your visitors and act immediately to address any requests or issues.
- ❖ Ensure that the workstations and dining area are neatly organized.
- ❖ Work together with the bar and kitchen staff to provide effective service.
- ❖ Process payments and accurately manage the cash register.
- ❖ Maintain hygienic and sanitary standards at all times.

- ❖ Attend special requests and accommodate dietary restrictions.
- ❖ Provide attentive and personalized service to enhance the overall dining experience.

Waiter Waitress Skills and Requirements

- ❖ Proven experience as a waiter/waitress or in a similar role.
- ❖ Excellent interpersonal and communication skills.
- ❖ Capability to multitask and function well in a hectic environment.
- ❖ Strong attention to detail and accuracy.
- ❖ Understanding of wine and cocktail selections on food and beverage menus.
- ❖ Flexibility in working hours, including weekends, holidays, and evenings.
- ❖ Neat and professional appearance.
- ❖ Basic math skills for processing payments.
- ❖ Certified in food handling and safety.
- ❖ Ability to stand and move for extended periods of time.
- ❖ Understanding of fundamental food safety and hygiene procedures.

Pro Tip

While screening applicants and employees, deploying skill testing and competency-based valuation is crucial for a bias-free hiring process. Use Xobin to run end-to-end screening, assessment and AI-powered video interviews for this role and 1500+ other roles.