

JOB APPLICATION DETAILS

WAITER/ WAITRESS

Job Category

Location Cape of Good Hope Nature Reserve, Cape Point

Travel Required Own Transport Required – Free entry at Main Gate for staff.

Working Hours 08h30 – 17h00

Restaurant Hours 09h00 – 17h00 (Kitchen closes 16h30)

Open 364 days per year

Closed on Argus Cycle Tour Day as restaurant is inaccessible due to road closures

Salary Basic salary as defined in the Sectoral Determination Act for the hospitality industry
plus gratuities earned.

HR Contact Roy Gammage

Date Posted 08 August 2011

Date Expires 30 September 2011 or before if a suitable candidate is sourced.

All applicants that are contacted will be required to firstly write an online examination to assist the company in determining the applicants general understanding of the job and the industry.

Should the applicant achieve an acceptable result, then the company will grant the applicant an interview.

Qualifications & Education Requirements

- Matric
- A minimum of 3 years experience in the Hospitality Industry
- Computer Literate (including an understanding of the Internet)

Requirements

- A sound knowledge of the English Language
- Undergo 2 weeks of training

Preferred Skills

- An excellent knowledge of Seafood and Wine
- An understanding of social media platforms i.e. Facebook / Twitter.
- An understanding of the Inbound Tourism Industry and tour operators requirements.

Personality Traits & Skills

- Outgoing personality with ability to create an environment that inspires to over deliver
- Understanding of the responsibilities within a restaurant environment
- Energetic and ambitious
- Problem solving skills & the ability to identify problems and implement effective solutions
- Proactive ability to anticipate events and plan for them in detail
- Ability to be productive in a **pressurized** and **changing environment**
- Team player with the ability to work effectively and interdependently with diverse team members
- Understanding of quality ethos and upholding of personal high standards
- Ability to influence others, and build and sustain relationships with individuals
- Customer orientation

JOB DESCRIPTION: WAITRON

Reports to the Restaurant Manager and all other Management including the Head Waitrons

Overview

A waitron is responsible for serving guests and taking their orders. They form an important part of the restaurant as they are amongst the first persons to interact with guests and thus need to create a good impression on them. Besides taking orders, a waitron also reads out house specials, and may guide a guests on what to choose to eat.

Maintaining impeccable personal hygiene as well as high work and safety standards in the workplace is incredibly important.

Roles & Responsibilities

- To clean agreed designated areas, in accordance with laid-down procedures, morning and afternoon routines and hygiene requirements.
- To clean and refill condiment sets on tables
- To set tables to laid-down standards ensuring that all items to be used are clean, undamaged and in a good state of repair.
- To ensure that all stations are adequately stocked with replacement cutlery or other established needs, whether they be food, or equipment.
- To take orders from customers and ensure these are given to the appropriate person to execute them. This is done by inputting the orders onto a POS (Point of sale).
- To be totally familiar with the composition of all menu items.
- To serve food and beverages in accordance with laid-down standards, but above all in a professional and courteous manner.
- To clean tables and ensure they are cleaned as soon as it is apparent that customers have finished their food or drinks with an acceptable balance between speed, yet allowing customers to finish their meal without feeling rushed.
- To ensure that customers are correctly charged, present the bill and take payment from the customer, in accordance with procedures of the restaurant.
- At all times to be aware of and practice good customer relations, assisting the guest in any way which does not adversely affect other customers.
- To attend to customer complaints immediately and resolve in satisfactory manner.
- To carry out and perform all training provided, and to meet the minimum standards acceptable to the company in the training that is provided.
- To be continually aware of, and maintain, the highest standards of personal hygiene and dress.

- To attend meetings and training courses as required.
- Must be correctly dressed in order to be able to work.
- Must have the correct equipment to be able to perform your duties and tasks.
- No arguments in the workplace.
- No eating in any area except the designated staff area.
- No eating whilst busy with tables.
- Must ask management before going for a smoke break.
- No food to be taken as take-aways.
- **To perform any other reasonable request by management.**