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**B&H Group Waiter/Waitress**

**JOB DESCRIPTION**

**OUR VISION**

To inspire creativity, pleasure and happiness.

**OUR MISSION**

To produce highly influential and creative hospitality through the curation of beautiful spaces and fascinating events that bring together like-minded people for an exceptional experience delivered with a laid-back professionalism that is unquestionably B&H.

**OUR VALUES**

Beautiful creativity

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Memory making service

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Passionately knowledgeable

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Honest family work ethic

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Entrepreneurial spirit

**Waiter / Waitress**

Fully responsible for the smooth running of a section in the restaurant or bar area.

To ensure that all your guests in your section are having a memorable and great experience at B&H Buildings.

Always arrive in good time and ready for service with 3 pens, a cigarette lighter and a cork screw.

1. Responsible for taking the correct drinks/food order from your guests.
2. Ensure that you use position numbers when taking orders.
3. Waiting time for starters if guests are in rush.
4. Waiting times for guests who have not ordered a starter.
5. Ensure that you advise guests as to what sides come with their main course.
6. Make sure that guests are advised with regards to timing e.g. bread needs to bake in the oven for at least 3-4 minutes.
7. Advise guests on the provenance of our meats and fish dishes.
8. When giving your guests dessert menu advise them of your favorite pudding.
9. Mention digestifs/dessert cocktails when giving the dessert menu to your guests.
10. Offer coffee and ask whether they would like it with or after their dessert.
11. Inform your line manager of any issues/ problems with regards to your guests e.g. long wait for starters/main courses or if you struggle with your section or if you need help due to high turnover of tables.
12. **Always inform** your line manager if you have guests with allergies/dairy intolerance or special requests in your section.
13. Ensure that you are well groomed and always look clean and presentable.
14. Ensure that all your clothing e.g. shirts, trousers, shoes and apron is clean.
15. After a cigarette break ensure that you take a mint and wash your hands before you return to your section.
16. Maintain a professional and positive attitude at all times.
17. Treat your colleagues with respect and help them if they need your help.
18. Always lead by example.
19. Make sure that you attend B&H’s regular staff meetings

*Please note that the above is not an exhaustive list and other duties might be added*

Name:

I have read, understood, and fully support all of the above.

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