

Wisconsin Riverside Resort

Job Description

Job Title: Waitress/Waiter

Department: Food & Beverage
Reports to: Dining Room Manager

Summary of Job:

Friendly and efficient sales and service for the customer at our restaurant. Responsible for preparing tables, greeting and seating customers, making recommendations, taking orders, delivering food and drinks and accepting payments. Must be extremely detail conscious and have a pleasant personality in order to maintain cheerful, courteous sales techniques and above standard customer service.

Qualifications:

A willingness to follow procedure, complete tasks in a timely, accurate, and efficient manner, maintain proper attendance, and comply with company policies. Must know and follow sanitary food handling procedures.

Physical Demands:

Long periods of standing, stooping, stretching, bending, walking and lifting up to 40 pounds. Able to withstand certain amounts of hot and cold temperatures.

Duties and Responsibilities:

- Complete knowledge of the food menu, including; prices, daily specials, preparation time, portion size, plating and garnish, to ensure food orders are properly prepared when served.
- Greeting customers and showing them to their table.
- Use suggestive selling techniques when serving each customer to maximize revenues.
- Attentive to guest needs such as; ready to order, refills or payment of check.
- Checking the quality of dishes before serving them.
- Observe all safety rules; employ safe work procedures when performing the job.
- Present a well-groomed professional appearance, including adhering to company uniform regulations and practice good personal hygiene at all times.
- Adhere to procedures and policies regarding collections, recording, balancing and submitting money from sales.