

JOB DISCRIPTION

2020

JOB TITLE : HEAD WAITER

REPORTS TO : F&B Manager

In the function of Headwaiter you are primarily responsible for giving the guests the best service possible. You will always look presentable, clean uniform, well groomed and you will show a professional and courteous attitude towards the guests, coworkers and managers. The following tasks are an indication of your tasks and responsibilities. They are not complete as tasks may vary as per indication of management.

- Welcome guest and escort customers to the tables;
- Present menus and specials to guests and answer questions about menu items, making recommendations upon request;
- Inform guests of daily specials;
- Explain how various dishes are prepared, describe ingredients and cooking methods;
- Take orders from customers for food and beverages;
- Write customers food orders on slips, memorize orders and enter orders into computer systems for transmittal to kitchen staff;
- Prepare hot, cold and mixed drinks for guests if necessary;
- Has a vast knowledge of wine;
- Bring wine choices to tables with appropriate glasses and pour wines correctly for customers;
- Serve food and beverages to customers;
- Evaluating customer satisfaction by (1) defining goals (2) outlining plan of action (3) analyzing date received and improving the level of service based on the feedback received;
- Solving customer complaints efficiently;
- Prepare checks that itemize and total meal costs, service charges and taxes;
- Collect payments from customers;
- Assist in preparing tables for dinner, including setting up items as linen, silverware and glasses;
- Go through the reservations made on a daily basis as to have an idea on the setup and flow for the day;
- Training of junior staff on basic techniques and the expectations and procedures of the employer;
- Assigning tasks to and monitoring of wait staff;
- Ensure that waitstaff is applying the rules and guidelines of proper food handling procedures;
- Set proper guidelines and always display a professional attitude towards the waitstaff;

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