
WAITRER/WAITRESS

Department: F&B

Reporting to: Operations Manager

THE **F**ACTORY

CONTEMPORARY ARTS CENTRE

SCOPE:

Responsible for serving food and beverage in the restaurant and Bar efficiently and in a courteous manner. Carry out all duties in accordance with tasks and descriptions with reference to established rules and policies.

MAIN RESPONSIBILITIES :

- Check with customers to ensure that they are enjoying their meals and drinks and take action to correct any problems.
- Collect payments from customers.
- Write guest's food orders on order slips given to you by The Company, memorize orders and input into the POS for the kitchen.
- Take orders from guests for food or beverage.
- Serve food or beverages to guests, and prepare or serve specialty dishes at tables as required.
- Present menus to guests and answer questions about menu items, making recommendations upon request.
- Clean tables or counters after guests have finished dining.
- Inform guests of any promotions, or out of stock items.
- Stock service areas with supplies such as glasses, napkins, forks, knives, chopsticks, ashtrays, toothpick and any other items needed for service.
- Explain to guests how various menu items are prepared, describing ingredients and cooking methods.
- Prepare tables for meals, including setting up items such as napkins, chinaware and glassware.
- Remove dishes and glasses from tables or counters; take them to kitchen for cleaning.
- Assist host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating and thanking guests.
- Perform cleaning duties, such as sweeping and mopping floors, tidying up server station, taking out trash, or checking and cleaning bathroom.
- Bring wine selections to tables with appropriate glasses, and pour the wines for guests. Use Riedel glasses for wine cellar wines.
- Escort guests to their tables.
- Fill salt, pepper and soy sauce for tables.
- Describe and recommend and upsell wine to guests.
- Provide guests with information about local areas and give directions.
- Attend a daily briefing.

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PERSONAL RESPONSIBILITY

- To be flexible in attitude, approach and in working hours.
- To plan the labor resource effectively to meet the service criteria for the human resources department.
- To report for duty on time.
- To keep up to date with all aspects of the employment law.
- Team Player.
- Effectively prioritize and manage a multi-faceted and changing workload.
- Maintain total confidentiality regarding all human resources issues and records at all times.

BEHAVIOURAL COMPETENCES:

Calm, self-motivated, positive attitude, confident, open minded, willing to learn, good communication skills, innovative, self-starter, contributor.

GENERAL RESPONSIBILITIES:

To be fully aware:

- Restaurant's fire procedures
- Restaurant's facilities and opportunities to promote these to customers
- Restaurant's and your departmental operational standards
- Customer service standards
- Restaurant performance and conduct guidelines, policies and procedures
- To attend all fire, health and safety, training as requested
- To attend all training sessions and meetings as requested
- To work in a safe manner at all times, to ensure personal safety and the safety of colleagues and visitors to the restaurants and report anything that may jeopardise any safety matter.