**TEMPLATE – JOB DESCRIPTION**

**Waiting Staff**

Are you an [excellent team player] who is [passionate about providing a first-class hospitality experience]? Do you [thrive in a fast-paced environment]? We are hiring for Waiting Staff, and we would love to hear from you!

At [insert name of business] we are passionate about [providing great quality food and drinks] and recognise that we can only achieve our ambition by attracting, recruiting, and retaining top talent. We will expect you to work hard and strive to ensure [the standard of service our guests expect is consistently achieved]. In return, as a valued member of the team, we offer a [fun, friendly, and supportive] work environment where [we will train you in every aspect of your role] and provide opportunities for you to develop a career with us.

In this role you will work [insert number of hours] per week. You will work at [insert location]. [You will work X shifts per week with X days off].

As Waiting Staff in [insert name of business] you will [be attentive to guests, take food and drink orders and ensuring that there is great communication with your colleagues in the kitchen and bar]. As a face of the business, you will play a big part in [providing an outstanding guest experience] that will [drive sales, encourage repeat custom and achieve our ambitions]. It is expected that you will deliver this through [confidently sharing the menu we offer with guests and taking every opportunity to promote specials and additional items that will enhance the guests experience].

**Responsibilities and Duties**

You will be responsible for:

* [Working as a team to set up and prepare the restaurant before service begins.]
* [Developing and maintaining a high level of knowledge about our menus and share your opinions on choices of dishes and drinks.]
* [Providing and maintaining the highest levels of customer service and hospitality.]
* [Having a good knowledge of regular customers and learning different requirements.]
* [Promoting specials and upselling.]

As Waiting Staff in [insert name of business] you will report to and have the support of the [insert job title of line manager]. You will work closely with the [insert the names of the teams this role will collaborate with] team(s).

**Skills and Experience**

The successful candidate will have [a passion for food and drinks alongside previous experience working in a similar, fast-paced environment.]

As well as being able to demonstrate:

* [An excellent knowledge of food and beverage.]
* [Great communication and interpersonal skills.]
* [A high level of customer service and strong attention to detail.]
* [An ability to deal with guests confidently and professionally.]
* [A genuine passion for hospitality!]

**Pay and Benefits**

We offer [a competitive rate of] [insert rate of pay, per hour/per month]. We also offer a wide range of benefits, including:

[X days holiday per year]

[X employers pension contribution]

[Flexible working]

[Employee assistance programme]

[Mental Health First Aiders]

[Private Medical Insurance with X for you and your dependents]

[Income Protection]

[Life Assurance and Personal Accident Insurance]

[Company sick pay]

[Medical leave]

[Occupational healthcare Service]

[2 days paid leave for volunteering each year]

[Share Incentive Plan]

[Leave Purchase Scheme]

[Cycle to Work scheme]

[Car Salary Exchange Scheme]

[Give as You Earn]

[Employee discount scheme]

[Free Parking Onsite]

[Free meals whilst on shift]

[Transport home]

[Externally accredited training and development opportunities]

[Long service awards]

[Learning & development programmes]

[Enhanced maternity pay]

[Enhanced paternity pay]

[Bereavement leave]

[Team events scheduled throughout the year]