



Job Description and expectations of employment for:

Waiter

Role

- Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Taking bookings either in person or on the telephone.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Escort customers to their tables.
- Explain how various menu items are prepared, describing ingredients and cooking methods. Inform customers of daily specials.
- Prepare checks that itemize and total meal costs.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
- Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required.
- Stock service areas with supplies such as coffee, food, tableware, drinks and linens.
- Cleaning and maintaining the high standards of the bar and restraint area.
- General Cellar duties
- Collect payments from customers.
- Assisting in other parts of the business when required such as hotel and bar.

Orientation

Getting to know the layout of the restaurant including table numbers is vital to the success of your role as the Restaurant Assistant. The quicker you learn the layout the better equipped you'll be at delivering swift but professional and engaging service to our guests.

Restaurant Preparation

You are tasked with setting up the restaurant for daily service.

This preparation includes...

- Polishing all silverware in hot water
- Polishing Side plates
- Polishing coffee cups and saucers
- Cleaning and replenishing the vinegar & salt and pepper shakers
- Removing hard candle wax from the glass candleholders and wash them in hot soapy water. Polish up the holders and replace with new candles.
- Lay out sauces for the service in ramekins.
- Whilst taking care, slice blocks of butter and place butter cubes onto holders. (Keeping butter box replenished)
- Assist Bar Staff in Polishing Wine & Champagne glasses (always hold glasses by the stem)
- Relay and reposition tables depending on reservation size by checking on reservations system.

Food

The nature of our service delivery means we aim to deliver all food items, Including side dishes within 3 minutes of the first hot food item being delivered.

Within this 3 Minute period we expect the following to be sent to the table:

- Side orders of Chunky Chips, French Fries, New Potatoes, Seasonal Vegetables, Pepper Sauce, Garlic & Mushroom Sauce, Béarnaise sauce etc....
- French Bread & butter in a basket
- Garlic Bread

Also within this time frame you must offer:

- Condiments and additional Sauces (ketchup, Mayonnaise, Mustard, French Mustard, Tartar Sauce, Horseradish, Mint Sauce, Apple Sauce.
- Black Pepper must be offered and served,
- *Fresh lukewarm water finger bowls with a slice of Lemmon, presented neatly on top of a Branded napkin placed on a side plate if relevant to the guest's meal.

Once you have ensured your table is satisfied with their food scan the table for empty glasses and upsell drinks.

Drinks

Freshly prepared drinks from our Restaurant Bar are produced to a high standard. We use premium quality and expensive ingredients and it's your role to ultimately ensure drinks are delivered with finesse and accuracy to our guests.

Each Drinks order will be produced and presented on a clean non-slip black tray by the bar staff where next to it will be a printed ticket with a list of drinks that have been made.

Take care not to confuse a large drinks order with drinks of the same colour. Ask the bar person which drinks are which and ask for clarity if your unsure.

Mistakes do happen but please be mindful our stock control and profits will be affected by unwanted wastage through confused and mistaken drinks deliveries to the wrong guests.

PLEASE NOTE

1. No glass should never be empty- a guest should always have a drink.
2. As a guide if a Guest's glass has approximately a quarter of their drink remaining then offer further drinks.
3. Offer a pre-emptive service where wine glasses are topped up, jugs of water are replenished, sauces should be offered, coats should be taken, Aim to NEVER have your Guests ask for anything. Be on the ball! And this will really impress.
 - Can you take my coat
 - Can I have another drink
 - Can I have some bread with my soup
 - What's the soup of the day
4. Use every opportunity to upsell. Were not just here to upsell our products were here to upsell our service! Be creative with your approach!
5. Consider offering bottled water instead of jug water from the tap
6. Always offer the premium sprit first e.g. Bombay Sapphire Gin instead of Gordons Gin, Veuve Cliquet Champagne to Moet Chandon.

Uniform

As a Waiter, your appearance must be immaculate.

The uniform for both Female and Male uniform is a cotton long-sleeved tailored shirt with collar. Your shirt must be Crisp White and worn fully buttoned- top button included for both men and women and must be tucked in at all times. You should ensure your white shirts remain white by washing regularly and consider having spare shirts at your disposal if you're required to work a split shift.

A plain black tie must be worn at all times with the exception of a black classic bow tie to be worn on important events- you will be notified in advanced when these events will take place.

A black tailored waistcoat will also be worn whenever you are on duty.

Your waistcoat should be worn fully buttoned with tailoring buckles securely fastened on the lower part of your back.

You are required to wear black pressed and hemmed trousers with no adornments, decorative stitching or buckles.

The exception to this is Females may wear a three quarter length skirt below the knee. (If a skirt is to be worn you must wear nude or black tights but you must ensure laddered tights are changed)

Your Alfred's branded name badge must be worn straight and positioned securely fastened on the left of your waistcoats breast pocket.

You are responsible for taking care of your name badge and must pay for a replacement if you loose your issued badge.

Black leather non-slip shoes must be worn taking care that adornments, decoration are not acceptable.

Females may wear a slight heel but bare in mind your surroundings and the nature of your role as some shoes will clearly not be suitable.

Males must wear flat leather nonslip shoes. Lace ups, slip-ons, and Chelsea boots are all permissible. Please ensure you keep your shoes clean and well polished.

We want you to wear your uniform with pride and ultimately to take care of it. Image is very important to our reputation as a business and we ask you to bear this in mind while you are in your uniform on company time.

Failure to turn up for work in full uniform (full uniform defined as everything listed above including your name badge, or if your uniform and presentation doesn't meet our exacting standards; you will be issued a 'uniform discrepancy' and sent home instantly without pay. This will be enforced to maintain our required high standards.

Grooming

Grooming standards are vitally important for the reputation of Alfred's. Grooming checks will take place at team briefings before every shift. Your personal grooming is your own responsibility and we expect you to maintain grooming throughout your shift.

Female Grooming

Hair

- Hair must be tied up in a ponytail or a bun
- Hair must be clean and not greasy
- If you wish to colour your hair please be mindful we are a restaurant with high expectations of our staff and thus have a reputation to portray; so luminous hair colours will not be appropriate for our staff that interact with our guests.
- If you have hair extensions you must ensure they are securely attached and also your hair is tied up securely. Please ensure hair is clean and also roots of the base of your extensions are well hidden.

Nails

- Due to health and hygiene laws and policies- false nails including French tips are not permitted.
- Plastic beads and nail decorations are also forbidden.
- Nail polish is not permitted- however buffed nails are.

- Nails should be well groomed and styled but kept clean and short at all times.

Makeup

- Make up must be worn to but not too heavy.
- Over styled make is not acceptable
- Lipstick may be worn in reds, pinks and beige.
- Lip gloss is acceptable- but not overly applied. Please be mindful of lipstick on your teeth!!!
- Fake tan may be worn but not overly applied- No orange tan is allowed!!! Please also take care your hands are clean and tidy from applying fake tan taking particular care around your wrists and nail beds.

Personal Hygiene

- Please bare in mind we work with food and serve the public. Bad breath, body odour, cigarette stained fingers and personal hygiene issues are a big no no! If your unsure please take some time away from your tables and freshen yourselves up. We as a business take this seriously- we hope you do too.

Male Grooming

Hair

- Hair must be clean and not greasy
- Well groomed and styled.
- Long hair must be worn up.
- If you wish to colour your hair please be mindful we are a restaurant with high expectations of our staff and thus have a reputation to portray; so luminous hair colours will not be appropriate for our staff that interact with our guests.
- Fake tan may be worn but not overly applied- No orange tan is allowed!!! Please also take care your hands are clean and tidy from applying fake tan, taking particular care around your wrists and nail beds.
- Nails should be well groomed and styled but kept clean and short at all times.
- You should be clean-shaven for every shift. If you have stubble you will be sent for a shave!
- Beards and facial hair should be trimmed and maintained and as mentioned above, image is everything.

Personal Hygiene

- Please bare in mind we work with food and serve the public. Bad breath, body odour, cigarette stained fingers and personal hygiene issues are a big no no! If your unsure please take some time away from your tables and freshen yourselves up. We as a business take this seriously- we hope you do too.