

# LA MON

HOTEL & COUNTRY CLUB



## JOB DESCRIPTION

**Job Title:** Banqueting Waiter

**Responsible to:** *Line Manager / General Manager / Directors*

**Main Purpose:** *To greet and welcome prospective, current customers and residents of the hotel. To ensure the expected high standards of customer service, health & safety, cleanliness and hygiene is maintained in La Mon Hotel as a whole.*

### Main tasks and duties

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- To provide a high standard of customer service;
- To adhere to the company's health and safety policies;
- To ensure facilities hygiene standards are maintained at all times;
- To serve hot and cold food and beverages to customers;
- To clear all crockery/cutlery/rubbish and glasses when finished;
- To replenish stock as when required to do so;
- To polish cutlery as when required;
- To ensure the kitchen is left to a high standard;
- To clear down tables when functions are finished;
- To assist to turn the room around for the next function;
- To clean the function rooms as when required;
- To maintain and operate the food area in an efficient manner;
- To promote and sell the hotel and its products with a friendly and helpful manner;
- To operate according to hotel policies and procedures;
- To maintain a high standard of personal hygiene and appearance;

- To ensure effective communication to management and peers;
- To attend training courses as and when necessary;
- To ensure that due care is taken for the health and safety of yourself, other employees, residents and any other persons on the premises;
- Report and where appropriate take action on any incident, fire, loss or damage;
- To report all maintenance issues and take appropriate action;
- Any other duties and responsibilities as requested by the management.