



## Waiter / Waitress

### Overview of Duties / Main Responsibilities

- Provide quality service to guests by ensuring prompt and courteous service following procedures and which exceeds the minimum standards.
- Provide guest F & B services in a sequenced manner.
- Prepare mis-en-place for the following shift, set up for the subsequent shift.

#### Customer relations

- Approach and interact with guests with confidence and ease.
- Communicate effectively with customers, co-workers and supervisors.
- Interact with other employees and other departments.
- Maintain professional internal/external guest service.

#### Professional techniques / Production

- Maintain a consistently high level of guest service.
- Extensive knowledge of all menus and upselling items at every instance.
- Adhere to all detailed cleaning and ensuring all work flows are functional at all times.
- Flexibility in monitoring multiple tables.
- Follow set up, service and breakdown of functions procedure.
- Co-ordinate with kitchen and bar.
- Be flexible and willing to work split shifts.
- Smile, create eye contact and use employee/guest names.

#### Management and administration

- Continuous learning in customer service, changing menu item, specials and prices.
- Participate in formal training activities.
- Adaptable to assist in the manning of other outlets as directed by the Captain / Head Waiter / Outlet In-Charge / Outlet Operations Manager.
- Perform miscellaneous job-related duties as assigned.

### Reporting line

Outlet Supervisor.

### Profile

#### Education / Professional experience

- Hotel Management graduate or related course.
- At least 1 year experience in the same capacity preferably in 4\* or 5\* Hotels.

#### Skills / Qualities

- Fluent in operation of MICROS POS system.
- Fidelio know-how
- Health in good condition
- Fluent in English
- Ability to work on split shifts

Apply to [H9468-HR1@accor.com](mailto:H9468-HR1@accor.com) (Ms. Tâm Pham)