

# Head Waitress / Waiter

A Fantastic opportunity has arisen to work at Bovey Castle Luxury Hotel. Set in majestic surroundings including a championship Golf course Bovey Castle offers the chance to work with an exceptional team and develop a 5 star career.

We are looking for a Head Waitress / Waiter to ensure the highest standards of service are offered in the Dining Room to our clientele.

This role may suit someone coming from a volume hotel restaurant background or alternatively a leading quality catering background. Your attitude will be one that doesn't accept second best and is always looking for ways to improve the department. You must be an adept people manager, have great communication skills to be able to successfully liaise with the kitchen and be highly customer focussed.

In Return you will receive a salary of £16000 as well as other fantastic benefits including shared service charge and gratuities.

To apply for this position please email your CV and a covering letter to [sirvin@boveycastle.com](mailto:sirvin@boveycastle.com).





## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Head Waitress / Waiter</b>
<b>DEPARTMENT:</b>	<b>Food and Beverage</b>
<b>RESPONSIBLE TO:</b>	<b>Restaurant Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>Chef de Rangs</b> <b>Commis Waiters</b>

### **OVERALL RESPONSIBILITIES:**

To ensure the highest standards of service are offered in the Dining Room, whilst maintaining a good working relationship between the Kitchen and the Dining Room.

### **MAIN TASKS:**

- Ensure the Dining Room operation is effectively managed and the required standard of service to the customer is achieved.
- To supervise the operation of the dinner service in the dining room
- Overall monitoring of the training and development of all the staff within your department.
- Ensure that all efforts of the department are in line with the company philosophy and policy and geared to achieving the company and hotel objectives.
- Ensure that safe and hygienic practices are adhered to at all times and fire regulations and drill procedures are known and fully understood by all staff.
- Ensure that the Dining Room has been correctly set up and laid for service.
- Ensure that each table setting is in place to the correct standard.
- Ensure that the tables are correctly allocated in line with the guests that are dining.
- Correctly, efficiently and effectively allocating tables and stations to Commis and Chef de Rangs and that the correct staffing levels are maintained in line with the level of business.
- The supervision of probationary period, training and development of all staff.

- To ensure a daily briefing occurs that is informative and useful.
- To attend all Food and Beverage meetings.
- Ensure that all staff are trained in, and understand the contents of the menu and the composition of each of the dishes.
- Ensure that all control measures are in place and fully operational.
- To fully adhere to all company procedures appertaining to health, safety and hygiene.
- To ensure that all dress and grooming standards are properly and rigorously enforced.
- To ensure that all avenues for up-selling are pursued and carried out.
- To adequately deal with any customer complaints or queries to the satisfaction of the customer, within hotel guidelines.
- To ensure the levels of discipline are maintained to a degree that allows for the effective running of the dining room.
- To motivate and nurture the team in order to gain maximum work performance and commitment to the dining room.
- To perform any other reasonable duties as requested by senior management.