

Job Title: Waiter/Waitress (Front of House)

Reports To: General Manager

Job Purpose:

Greet guests and provide them with outstanding customer service, while relaying their requests to the kitchen team and bar team.

Duties & Responsibilities:

Duties and Responsibilities Include:

- Greeting and seating guests with a welcoming demeanor.
- Maintaining a high standard of presentation.
- Once seated, provide guests with menus.
- Processing guests' orders through our point of sale machines.
- Provide remarkable customer service to every customer.
- Transporting food and beverage orders to tables.
- Clearing glassware, silverware and crockery from each table between dishes.
- Clearing, cleaning and resetting tables between customers.
- Consistently follow hygienic food and beverage handling procedures.
- Communicate clearly with our kitchen team regarding table orders.
- Work well autonomously and in a team.
- Have/develop a strong understanding of food provenance.
- Create rapport with regular customers.

Qualifications:

You must have, or be willing to obtain, your Responsible Service of Alcohol Certificate. You must have excellent communication skills, a strong customer focus and a willingness to learn. Hospitality experience is preferred, however, not required as training will be provided.

Working Conditions:

We offer casual waiting positions. You will be required to work in a fast paced environment attending regular evening shifts. Work is available from Monday to Saturday.

Apply: Send an email to hello@the-charles.com addressed to Jamie Pascoe, with your expression of interest in the position and a copy of your resume attached.