

DENBIGHSHIRE COUNTY COUNCIL JOB DESCRIPTION

Job Title:	Waiting On Staff/Bar Assistant
Grade:	1 (subject to Validation Panel)
Service:	Facilities, Assets & Housing
Service Area:	1891 Restaurant & Bar
Responsible to:	Restaurant Supervisor
Job ID Number / Date Issued:	03305

Job Purpose

To provide excellent customer service e.g. serving food, drinks and confectionary items, taking orders, and to help create an excellent dining/bar environment

Principal Accountabilities and Responsibilities

Waiting On Staff:

- Prepare tables, greet customers, take orders, advise on menu choices, serve meals and deal with payments.
- Be on hand to answer any questions and work closely with kitchen and bar staff to ensure excellent customer satisfaction.
- Maintain cleanliness of the Restaurant, including cleaning and washing cutlery and crockery etc.

Bar Assistants

- Serve alcoholic and non-alcoholic beverages, greet customers, take orders, deal with payments
- Replenish bar stock as required, maintain the cleanliness of the bar area including cleaning and washing glasses etc.

For both positions, the post-holder will be expected to undertake either role in the absence of colleagues and to undertake any other duties reasonably associated with the role.

Resources/Equipment/Material

Standard bar/restaurant equipment

Supervision/Management of People

n/a

Knowledge, Skills, Training and Experience



- The post holder will have excellent customer service skills
- Possess high standards of personal hygiene
- The ability to remain calm under pressure
- An awareness of health and safety issues
- The ability to work on your own and as part of a team

Special Working Conditions

Working shift pattern includes evenings and weekends.

Employment Checks/ Specific Requirements

2 References, Right to work in the UK evidence, pre-employment medical questionnaire, qualifications evidence

Vision/Context

The primary purpose of this post is to ensure customers at 1891 Restaurant receive excellent service and to promote new and repeat business.

DENBIGHSHIRE COUNTY COUNCIL PERSON SPECIFICATION

The Person Specification sets out the skills, knowledge and experience that are considered to be necessary to carry out the duties of the post effectively. It will be used in the short-listing and interview process for this post. You should demonstrate on your application form how you meet these criteria as you will only be shortlisted if you meet all of the essential criteria (and desirable criteria where applicable).

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<u>CRITERIA</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>METHOD OF ASSESSMENT</u> Application Form / Interview / Presentation / References etc
1. EDUCATION & QUALIFICATIONS		Other hospitality qualification	Application form / Interview
2. RELEVANT EXPERIENCE	Prior experience is not essential, however a willingness to learn on the job is essential	Experience of working in a restaurant/bar	Application form / Interview / Assessment
3. JOB RELATED KNOWLEDGE & SKILLS	Must be organised and observant. Able to work under pressure at times whilst remaining calm.		Application form / Interview / Assessment
4. PERSONAL QUALITIES	Excellent communication and interpersonal skills. Ability to work on own initiative and as part of a team Approachable with a positive working attitude		Application form / Interview / Assessment
5. OTHER REQUIREMENTS	Empathy with the Welsh Language and Culture	Fluent in Welsh language	Application form