

# Food & Beverage Waiter/Waitress Job Description

Dooley's Hotel recruitment document



**Job Title:** Food & Beverage Waiter/Waitress

**Department:** Food & Beverage

**Reports To:** Food & Beverage Managers / Supervisors

**Location:** Dooleys Hotel, Waterford

**Employment Type:** [Full-time/Part-time], [Permanent/Fixed-term]

**Shift Pattern:** Rotational shifts including evenings, weekends, and holidays

## Role Purpose

To provide excellent customer service in our Food & Beverage outlets, ensuring guest satisfaction and contributing to the overall success of Dooleys Hotel. You will be responsible for taking orders, serving food and beverages, and maintaining a clean and welcoming environment.

## Key Responsibilities

### Service Delivery:

- Greet guests in a friendly and professional manner.
- Take food and beverage orders accurately and efficiently.
- Serve food and beverages promptly and courteously.
- Anticipate guest needs and provide proactive service.
- Handle guest inquiries and complaints effectively, escalating to management when necessary.
- Ensure tables are set up correctly and maintained throughout service.

### Standards/Hygiene & Safety:

- Adhere to all food safety and hygiene standards.
- Maintain a clean and organised work area.
- Follow established procedures for handling food and beverages.
- Report any safety hazards or incidents to management immediately.
- Comply with all health and safety regulations.

### **Cash Handling & Systems:**

- Operate the point-of-sale (POS) system accurately.
- Process payments and handle cash transactions responsibly.
- Balance the cash drawer at the end of each shift.
- Follow established procedures for handling credit card transactions.

### **Teamwork & Communication:**

- Work effectively as part of a team.
- Communicate clearly and professionally with colleagues and guests.
- Attend pre-shift briefings and other team meetings.
- Support other team members as needed.

### **Housekeeping & Occasional Duties:**

- Assist with setting up and breaking down dining areas.
- Clean and sanitise tables and chairs.
- Restock supplies as needed.
- Perform other duties as assigned by management.

## **Required Skills & Experience**

- Previous experience in a similar role is preferred.
- Excellent customer service skills.
- Strong communication and interpersonal skills.
- Ability to work under pressure in a fast-paced environment.
- Ability to work effectively as part of a team.
- Basic knowledge of food and beverage service.
- Knowledge of hygiene and safety standards.

## **Qualifications**

- A Secondary School diploma or equivalent is preferred.
- Food Safety/Hygiene Certificate (Level 2 or equivalent) is desirable.
- Alcohol service certification (where applicable) is desirable.
- Right to work in Ireland required.

## **Physical Requirements**

- Ability to stand and walk for extended periods of time.
- Ability to lift and carry trays of food and beverages.
- Ability to bend, stoop, and reach.

- Ability to work in a noisy and crowded environment.

## **What We Offer**

- Competitive salary and benefits package.
- Opportunities for training and development.
- A positive and supportive work environment.
- Employee discounts on hotel services.

## **Measures of Success**

- Guest satisfaction scores.
- Positive feedback from colleagues and management.
- Adherence to company policies and procedures.
- Contribution to team goals.
- Effective cash handling and POS operation.