



Role Profile

Kamel Park Hotel is seeking:

Position title: Waiter

Location: Kisii

Reporting to: F&B Supervisor

Overall Purpose

Waiter/Waitress responsibilities include greeting and serving customers, providing detailed information on menus, multi-tasking various front-of-the-house duties and collecting the bill. If you are able to perform well in fast-paced environments, we'd like to meet you. To be a successful Waiter or Waitress, you should be polite with our customers and make sure they enjoy their meals. You should also be a team player and be able to effectively communicate with our Kitchen Staff to make sure orders are accurate and delivered promptly.

Keep in mind that Waiter/Waitress duties may require working in shifts and/or occasionally during weekends and holidays.

Ultimately, it is the duty of our Waiters/Waitresses to provide an excellent overall dining experience for our guests.

Roles and Responsibilities: (Key duties)

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the kitchen staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning



- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
- Follow all relevant health department regulations
- Provide excellent customer service to guests
- Any other duty as assigned from time to time.

Education, Experience and Knowledge: (Hospitality Industry)

Academic Qualification

- KCSE Certificate; food safety training is a plus
- Diploma in F&B Sales and Service from a reputable learning institution

Experience

- At least 3 years working experience as waiter in a five-star hotel or it's equivalent

Personal Attributes

- Hands-on experience with cash register and ordering information system (e.g. Hotel Plus POS or Toast POS)
- Basic math skills
- Attentiveness and patience for customers
- Excellent presentation skills
- Strong organizational and multitasking skills, with the ability to perform well in a fast-paced environment
- Active listening and effective communication skills
- Team spirit
- Flexibility to work in shifts

Disclaimer: The job description is not the exhaustive list of skills, efforts, duties and responsibilities associated with the position.

How to apply:

If you believe you have what it takes to handle this challenging position, kindly apply via email to hr@kamelpark.com

Date of Advertisement: 1st October 2018

Deadline: 15th October 2018