



**RETREAT • PUNAKAIKI**  
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<b>Position Title</b>	Wait Staff
<b>Objective of Position</b>	To prepare the dining room for service and to provide professional, efficient and courteous service to customers.
<b>Report To</b>	Restaurant Manager / Manager on Duty
<b>Responsible For</b>	Nil
<b>Relationship With</b>	Staff and customers
<b>Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Clean designated areas in accordance with procedures, morning/evening routines and hygiene requirements.</li> <li>• Change table linen as required and ensure dirty or damaged linen is counted and exchanged for clean, usable items.</li> <li>• Clean and refill condiment sets.</li> <li>• Ensure table decorations are fresh.</li> <li>• Set tables in accordance with agreed standards, ensuring all items are clean, undamaged and in a good state of repair.</li> <li>• Ensure sideboards on stations are adequately stocked with replacement cutlery, linen and any other items required.</li> <li>• Greet customers professionally and show them to their table.</li> <li>• Assist with any special needs of the customer, i.e. children, disabled or elderly patrons.</li> <li>• Assist diners with food and beverage selection by presenting the menu, explaining daily specials, answering food preparation questions and identifying appropriate wines.</li> <li>• Take customer orders in a pleasant and efficient manner.</li> <li>• Ensure orders are given to the appropriate person to execute.</li> <li>• Serve food and beverages in accordance with agreed procedures, but above all in a professional, courteous manner.</li> <li>• Check with customer throughout their meal of any further needs.</li> <li>• Ensure tables are cleared quickly and efficiently and plates and utensils returned to the kitchen area.</li> <li>• Ensure customers are correctly charged, present the bill and take payment from the customer in accordance with the procedures of the establishment.</li> <li>• Answer phone and record bookings for restaurant reservations as required.</li> <li>• Participate in fire or evacuation drills and ensure complete familiarisation with all exits.</li> </ul>



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	<ul style="list-style-type: none"><li>• Be aware of and continually maintain the highest standards of personal hygiene and dress.</li><li>• Report any problems with either customers or meals to the Restaurant Manager or Duty Manager.</li><li>• Adhere to sanitation, safety and alcohol control policies.</li><li>• Follow instructions from Restaurant Manager or Duty Manager.</li></ul>
<b>Relevant Qualifications</b>	<ul style="list-style-type: none"><li>• Level 2 National Certificate in Hospitality (Food and Beverage Service)</li><li>• Level 3 National Certificate in Hospitality (Food and Beverage Service)</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Honest and reliable</li><li>• Excellent customer service</li><li>• Good communication skills</li><li>• Positive and friendly manner</li><li>• Proactive</li><li>• Good personal hygiene</li><li>• Able to work as part of a team</li></ul>
<b>Limit of Authority</b>	