# **Waiter/Waitress Job Description**

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## **Job Summary**

The role of a Waiter/Waitress is to provide high-quality dining experiences for guests by taking orders, serving food and beverages, and ensuring customer satisfaction. This role requires excellent communication skills, a positive attitude, and the ability to work in a fast-paced environment.A Waiter/Waitress greets customers, takes orders, serves food and drinks, and handles payments. They play a key role in creating a pleasant dining atmosphere and ensuring customers' needs are met throughout their meals.

## **Responsibilities**

* Greet customers as they enter the restaurant and guide them to their seats.
* Present menus, explain menu items, and answer any questions customers may have.
* Take food and beverage orders accurately and relay them to the kitchen and bar.
* Serve food and drinks in a timely and courteous manner.
* Check-in with customers during their meal to ensure satisfaction and address any issues.
* Process customer payments, including cash, credit card, or other methods.
* Keep the dining area clean and orderly, including tables, chairs, and floors.
* Follow safety and sanitation regulations to maintain a hygienic environment.
* Assist with setting up and clearing tables, and ensure proper table settings.

## **Requirements and Skills**

* Excellent communication and interpersonal skills.
* Ability to work in a fast-paced environment and handle stressful situations with poise.
* Strong attention to detail and accuracy when taking orders and processing payments.
* Customer-oriented with a positive attitude.
* Basic math skills for processing payments and making change.
* Willingness to work flexible hours, including evenings, weekends, and holidays.

## **Education, Experience, and Licensing Requirements**

* High school diploma or equivalent.
* Certification in food safety or similar training is beneficial.
* On-the-job training provided by the restaurant may be required.