



Restaurant Waitperson

Casual - 2 to 4 shifts per week, approximately 4 to 5 hours per shift (with an opportunity for additional shifts during peak season)

We are looking for a dynamic and motivated person to work with our very valued customers in our winery restaurant in the role of wait person.

The role is primarily for lunch service with the possibility of some scheduled evening events throughout the year. The successful candidate will play a key role in contributing to our customer satisfaction and business goals.

Duties

- Open and close the restaurant according to our checklists and procedures
- Handle restaurant bookings by phone, online and by email in a professional manner
- Show customers to their seats and present our menu
- Take orders and deliver the order to the table accurately
- Encourage wine tastings and sales as a part of the customer experience.
- Attend to tables to ensure our service standards are maintained
- Operate our point of sale system to create bills and accept payments
- Work diligently to achieve outstanding service quality
- Set up and stock-up with all necessary supplies to assure a smooth service period
- Order, receive, handle, store and rotate all products properly
- Maintain a positive and professional approach with coworkers and customers
- Ensure high standards of personal hygiene and professional presentation are maintained
- Attend and effectively participate in all scheduled team meetings and present constructive suggestions for improvement and growth
- Perform other related duties as assigned by the manager-on-duty or other designated team members
- Assist where required (but not limited) to the cellar door and kitchen.

Requirements

- Proven work experience in hospitality
- Possess a can do attitude, be punctual and an effective communicator
- Ability to build relationships with colleagues and customers and ensure mutual satisfaction
- Customer-oriented
- Outstanding people skills
- Patient and friendly with demonstrated experience in problem solving
- Must be available to work weekends and school holiday periods.
- Able to follow written and/or verbal instructions, policies and procedures and able to produce and maintain written workplace records
- IT skills including MS Office suite
- Physically able to work in an active role that requires standing for long periods of time
- Able to work unsupervised as well as with other team members
- Legal right to work in Australia
- Possess an RSA (Responsible Service of Alcohol) Certificate or Approved Managers Certificate

To apply, please forward a brief cover letter and your resume with a minimum of two contactable professional references to bronnleycahill@brookwood.com.au.