

Job Title- Waiter

Department- F&B



Key Responsibilities

Guest Service

- Welcome guests warmly and escort them to their tables, when required.
- Present menus, explain dishes, daily specials, and beverage options.
- Take accurate food and beverage orders and relay them promptly to the kitchen and bar.
- Serve food and beverages in accordance with Sinclairs service standards.
- Check on guests during their meal to ensure satisfaction and promptly address any concerns.
- Handle guest requests and complaints courteously, escalating issues to the supervisor when necessary.

Restaurant Operations

- Prepare the restaurant before service by setting up tables, cutlery, crockery, glassware, and service stations.
- Ensure tables are cleared, cleaned, and reset promptly.
- Maintain cleanliness and organization of the dining area, buffet counters, and service stations.
- Assist in buffet setup, replenishment, and dismantling.
- Support banquet and conference events as assigned.

Food & Beverage Knowledge

- Develop a thorough understanding of the menu, ingredients, preparation methods, and allergens.
- Recommend menu items and upsell food and beverages to enhance the guest experience.
- Be familiar with promotional offers and seasonal menus.

Billing & Cash Handling

- Prepare and present guest bills accurately.
- Process payments through cash, card, or digital payment methods as per hotel procedures.
- Ensure all bills are closed correctly and submitted to the cashier.

Hygiene & Safety

- Maintain high standards of personal grooming and hygiene.
- Follow all food safety, sanitation, and HACCP guidelines.

- Adhere to health, safety, and fire safety procedures.
- Ensure responsible handling of hotel equipment and operating supplies.

Teamwork

- Coordinate effectively with the kitchen, housekeeping, and front office teams to ensure seamless guest service.
- Assist colleagues during peak hours and support overall restaurant operations.

Qualifications

- Minimum Higher Secondary (10+2); Diploma or Degree in Hotel Management is preferred.
- Prior experience in a hotel or restaurant is desirable; freshers with good communication skills may also apply.
- Basic knowledge of food and beverage service standards.

Skills & Competencies

- Excellent communication and interpersonal skills.
- Pleasant personality with a positive attitude.
- Strong customer service orientation.
- Ability to work in shifts, including weekends and public holidays.
- Team player with good coordination skills.
- Basic English communication; knowledge of Hindi and regional languages will be an advantage.

Physical Requirements

- Ability to stand and walk for extended periods.
- Ability to carry trays and perform restaurant service duties efficiently.

Key Performance Indicators (KPIs)

- Guest satisfaction and positive feedback.
- Timely and accurate order service.
- Upselling performance.
- Adherence to grooming and hygiene standards.
- Attendance, punctuality, and teamwork.
- Compliance with hotel SOPs and safety standards.