

Lead Waiter Job Description

- Coach and guide new wait staff members, helping them grasp the brand's menu offerings, service standards, and customer service protocols
- Allocate roles and areas to wait staff, ensuring even allocation of workload and team efficiency
- Keep tabs on the dining area and observe how each wait staff performed so they can get feedback and improve service delivery
- Resolve customer issues professionally and promptly by deploying solutions and escalate to management when appropriate
- Support wait staff during peak hours or special events, making sure guests are attended to promptly
- Keep the communication channels open with the kitchen staff, sharing any dietary requirements or special requests to ensure accurate order preparation
- Get the dining area cleaned and organized and adequately stocked with menus, tableware and napkins
- Keep an eye for the inventory levels of essential items like linens, glassware, and silverware, and convey to management when restocking is needed
- Oversee and supervise the set up of dining areas for private functions or special events
- Lead pre-shift meetings to review daily specials, promotions, and any important information or updates
- Make sure all wait staff stay aligned to the grooming guidelines and dress code policies
- Use your deep knowledge of menu offerings, including ingredients and preparation methods and wine pairings to help guests with menu choices
- Make sure all wait staff adhere strictly to safety and sanitation protocols as well as proper handling of food and beverages

- Be on the look out for pace of service to ensure guests receive their orders in a timely manner
- Advise and collaborate with management on service improvement strategies and execution
- Keep a record of customers' compliments, complaints and feedback and share with management for continuous service delivery
- Prep wait staff on how to deliver excellent customer service where you anticipate customers needs accurately and exceed their expectations
- Help with the creation and update of wait staff schedules to make sure there is full coverage during operational hours
- Take part in performance evaluation for wait staff members offering constructive feedback and pointing out areas of improvement
- Keeping a professional and positive energy, setting a good example for the wait staff and contributing to a positive work environment.