

Restaurant Waitress Job Description

Duties and Responsibilities:

- Greet and welcome customers as they arrive for their meal and take them to a table
- Present menus to guests and describe the daily specials/sales
- Take accurate orders from customers by jotting down every diet requirement or restriction
- Place orders into the point-of-sale system with both speed and accuracy
- Serve food and beverages to customers efficiently and ensure that they are constantly attended to
- Check back with customers to ensure satisfaction with meal and address problems
- Perform second rounds, refills on drinks and other additional services
- Clear tables and prepare for the next set of guests
- Handle customer complaints professionally by involving the manager whenever possible
- Assist in setting up the restaurant for the next shift by cleaning and organizing it
- Work with kitchen staff to ensure that orders are prepared correctly and delivered in a timely manner
- Process guest check using cash, credit card, or gift certificate
- Operate cash register, count change, and process tips
- Thank guests for dining with restaurant and invite them to return
- Complete opening/closing side work, including setup/teardown of dining room
- Answer questions concerning menu items, seasonal specials, and special dishes
- Upsell additional items and wine/food pairing suggestion to enhance guest's dining experience

- Maintain a clean and safe environment that meets standards for good food handling and hygiene
- Help other colleagues when the service is very busy
- Perform special functions, such as private parties, weddings, or corporate functions with customized services
- Restock the service stations when necessary with supplies, such as napkins, utensils, and condiments
- Assist in training new employees with restaurant procedures and customer service standards
- Team meetings and training: Keep informed of restaurant policies
- Dining room cleanliness: maintain the dining room, tables, floors, and restrooms in a clean and presentable manner.

Restaurant Waitress Requirements – Skills, Knowledge, and Abilities

- Customer service skills: Being warm and friendly
- Approachable: Able to establish a rapport with customers
- Attention to detail: To ensure accuracy in ordering and in customer needs
- Communication skills: To communicate clearly with both customers and kitchen staff and avoid errors
- Multitasking ability: Waitresses usually take care of a number of tables all together. This means they must be methodical and efficient in all their tasks
- Physical stamina: Physically, the job is demanding as one might have to stand for long periods and walk around most of the time
- Problem-solving skills: Waitresses should handle customer complaints accordingly and find solutions quickly
- Time management: Timely serving of food may allow customers to enjoy it at its best
- Teamwork: Waitresses generally work in a team, so being a good team player helps
- Knowledge of food and beverage: Knowing the menu, ingredients, and methods of preparation helps in responding to customers and making recommendations

- Basic mathematics skills: Payments should be handled accurately with correct change being returned.