



Job Description

Job Title

Waiter/Waitress

Main Purpose of Job

To deliver the high-quality, friendly, consistent level of service Cambscuisine has become known for. To be an active, enthusiastic member of the team.

Reports to

General Manager/Restaurant Manager or Assistant Manager.

Key Result Areas/Key Tasks/Main Duties

- Waiting on tables: greeting, taking drinks and food orders, running drinks and food, table maintenance, taking payments, clearing and relaying tables. Polishing glasses and cutlery. Preparing drinks.
- Be knowledgeable about the food, drink offer, other restaurants in the company and the company ethos.
- Absorb and display Cambscuisine values and behaviours (see appendix 1) in every aspect of work.
- Be attentive to the customer's needs – offering condiments, checking back on food, recommending wines or dishes.
- Positive attitude – to exemplify the Cambscuisine 'can't do enough to please' attitude.
- Upselling where possible but without being pushy. i.e. 'before you start' section, side dishes, second drinks, desserts, coffees & liqueurs.
- After full training – to be confident running own section.
- Maintaining high standards of quality control, hygiene and health and safety – both on the restaurant floor and behind the scenes.

Company Statement: This job description is not intended to establish a total definition of the job but outlines duties and may be amended at the discretion of the Company.

Appendix 1: Cambscuisine Values & Behaviours

Our Company Vision:

To build an outstanding, progressive company with the infrastructure to deliver continuous local business growth through its people.

Our Operational Vision:

This is Your Restaurant.

Each customer feels at home, embraces us and wishes to return.
All our people take ownership over their roles and responsibilities.

Behaviour in Company	Value	Behaviour towards Customer
FAMILY		
<ul style="list-style-type: none"> ✓ Recruit on attitude. ✓ Work hard & play hard as a team. ✓ Respect for each other at all times. 	<p>We nurture and develop our people, personally and professionally.</p>	<ul style="list-style-type: none"> ✓ Enthusiastic about Cambscuisine. ✓ Warmth of service – this is a second home.
<ul style="list-style-type: none"> ✗ Dismissive and arrogant. 		<ul style="list-style-type: none"> ✗ Lack of empathy towards customers.
NO NONSENSE		
<ul style="list-style-type: none"> ✓ Know the fair price. ✓ Minimise waste. ✓ Work smart. 	<p>We are value for money and honest.</p>	<ul style="list-style-type: none"> ✓ Transparency re. ingredients, provenance and cooking methods. ✓ Pricing is honest and fair.
<ul style="list-style-type: none"> ✗ Superior Attitude. 		<ul style="list-style-type: none"> ✗ Over Confidence.
CONSISTENCY		
<ul style="list-style-type: none"> ✓ Right attitude + right training = right people doing the right job. ✓ Embedded systems to do the job. ✓ Hold peers to account. 	<p>We work hard and train hard to set and maintain high standards.</p>	<ul style="list-style-type: none"> ✓ Knowledgeable about the product and about Cambscuisine. ✓ Cambscuisine experience – all the time at every venue.
<ul style="list-style-type: none"> ✗ Tacit approval of poor performance. 		<ul style="list-style-type: none"> ✗ 'Cuts corners' – too busy.
LEAD ON THE FRONT FOOT		
<ul style="list-style-type: none"> ✓ Collective responsibility to improve. ✓ Be open-minded to change. 	<p>We put energy into being at the top of our game.</p>	<ul style="list-style-type: none"> ✓ Embrace innovation which enhances the customer's experience. ✓ Continually ask for feedback to improve our offer.
<ul style="list-style-type: none"> ✗ Complacency. 		<ul style="list-style-type: none"> ✗ Ignoring customer feedback.