

OCCUPATION: Waiter (Supervisor) (Equivalent to ANZSCO Skill Level 4)

Reports to: Duty Manager or Manager **6-digit Code:** 070499 **29 March 2022**

Position description

The position is within a food and beverage premises (café or restaurant) that may or may not be licensed to serve alcohol, or a larger business (hotel, or motel, or resort, or lodge, or mining camp) with a food and beverage division. The position reports to a manager, such as a hotel duty manager, restaurant manager, café manager or similar manager (including owner-manager) depending on the scale of the business. The position is responsible for ensuring customers are served in a professional and timely manner, including exercising patron care. The role is responsible for supervising one or more other food and beverage wait staff at any one time and for training wait staff at a lower level. Depending on the scale of the business, the position may be responsible for individual shifts.

Main duties and tasks (may include but not limited to):

- reporting to manager on duty or equivalent senior management or venue owner, assisting in rostering of staff
- supervising and training food and beverage attendants and wait staff at a lower level
- responsible for the front of house dining room or catering function
- taking reservations, greeting, and seating of guests and presenting them with menus and beverage lists
- assisting the manager on duty or equivalent management or venue owner with end of shift (afternoon or night) reconciliation of transactions
- receipting and dispensing of all monies
- may include banking of cash and ensuring the till is adequate for change
- coordinating and managing stock takes
- setting and arranging tables
- taking orders and relaying them to kitchen and bar staff
- serving food and beverages
- opening bottles and pouring beverages
- clearing tables and returning dishes and cutlery to kitchen
- removing empty bottles and used glasses from tables, and refilling and replacing glasses
- collecting payments for sales and operating point of sales machines and cash registers
- may recommend wines to complement food

Skills, qualifications and experience

- The skills, qualifications and experience as described in **Category 7** in the EK DAMA Information Guide.