



MOOSE

/ JOB DESCRIPTION

POSITION TITLE: WAITER/WAITRESS

HOURS: TBC (Part Time & Full Time)

RESPONSIBLE TO: Front of House Manager

RESPONSIBILITIES: To ensure good customer service.

All Front of House staff are Moose ambassadors and must ensure every customer is given a positive experience.

Principal Tasks – Front of House

- To ensure orders are taken courteously and communicated to the kitchen
- To ensure customers are aware of daily specials.
- To ensure customers are made aware of delays and/or waiting times.
- To ensure tables/seating are clean
- To ensure all tables have menus and condiments are full
- To ensure orders are repeated to the customer prior to processing
- To ensure all complaints are dealt with in a professional manner
- To ensure drinks are made properly and served consistently
- To ensure food is served quickly and to the highest standard

Principal Tasks – Health & Hygiene

- To ensure personal hygiene standards are consistent.
- To ensure you undertake cleaning duties correctly using equipment and appropriate cleaning products
- To ensure pre opening prep is undertaken.
- To ensure end of day clean down is undertaken properly

Principal Tasks – Presentation Standards

- To ensure you strictly apply the Moose dress code
- To ensure personal hygiene standards are consistent.
- To ensure you do not wear chipped nail varnish or jewellery that may cause offence

Principal Tasks – Managing Transactions

- To ensure you communicate customer bills accurately
- To ensure you process cash/card transactions properly
- To ensure telephone enquiries are dealt with properly

Principal Tasks – General

- To ensure you undertake Moose duties in a professional manner
- To undertake all duties requested by The Front of House Manager or Directors

/ PERSONAL SPECIFICATION

Essential

Ability to serve food and drink in a fast paced restaurant
A professional and friendly customer focussed manner

Desirable

Experience of working in a café or restaurant

To enquire, please call either Steph or Kath at Moose Crosby, 0151 924 6578.

Alternatively just drop into the shop for a friendly chat.

Please have a CV prepared to hand in store!