



Job Description

Job Title:	Waiting Staff
Company:	R.S Hispaniola (Victoria Embankment WC2N 5DJ) www.hispaniola.co.uk
Department:	Hispaniola
Location:	Victoria Embankment, London
Reporting to:	Assistant Bar and Restaurant Manager

About R.S. Hispaniola

The R.S. Hispaniola, formerly Maid of Ashton, started her career with the Caledonian Steam Packet Company as a passenger ferry on the famous Clyde & Isles route around the west coast of Scotland. Since 1973 she has rested at anchor alongside the Victoria Embankment in the heart of London. With stunning views upstream towards the Houses of Parliament and downstream through the arches of Hungerford Bridge to St Paul's, the R.S. Hispaniola offers a haven amid the city bustle. In 2002 the Hispaniola became part of the City Cruises fleet. Today the R. S. Hispaniola betrays little of her working pedigree, having been thoroughly refitted to provide two decks of purpose-built restaurant and function room facilities.

Main Purpose

The Waiting Staff role is to provide excellent levels of service to all customers and assist colleagues in delivering a professional and consistent service in line with brand, menu and legal standards/specifications.

Principal Responsibilities

- To be hospitable, cooperative and polite at all times with internal and external any customers
- To have an extensive knowledge of the menu which will both help to answer customer's questions and recommend products which may suit customers circumstances and needs.
- To accommodate customer time restrictions through efficient ordering and double checking
- To ensure the consistency of food and beverages quality by checking they are up to standard before reaching the customers.
- To comply with licensing laws at all times
- To assist the management team in maintaining the restaurant standards by reporting any hazards, damages and problems
- To tell management team of any specific needs and requests
- To complete all assigned shift duties and tasks as directed by the Line Manager/ Supervisor



- To take responsibility and ownership of areas in restaurant and anticipate customers needs.
- To clean the tables and make sure everything looks clean, tidy and professional
- To ensure accurate food and beverage orders are processed through the restaurant till system
- To assist in the training of any waiting team members and assist colleagues when possible, promoting excellent teamwork
- To complete cleaning duties as per cleaning rotas and instructions of Duty Manager, including surfaces throughout restaurant, customer areas and toilets
- To take responsibility for the health, safety and welfare of all customers, colleagues and self at all times
- To complete bar duties when required
- To polish cutlery, glasses and plates when needed
- To attend all the trainings organised by the Management team
- To complete your duty check list and your weekly cleaning sheet
- To make sure the restaurant standards and policies are met at all time
- To double check & make sure guests toilet are clean and tidy all the time
- To make sure staff areas, linen room and storages are kept clean and tidy all the times
- To make sure service standards are followed at all time in order to make our guests happy delivering the best service
- To liaise with all other departments, mainly kitchen department in carrying out duties which will lead to an effective and efficient operation of the restaurant.

The above are key tasks for the role but please note that this is not an exhaustive list and may change from time to time in line with business needs. This description applies to those performing the role whilst undertaking training in order to fulfil all aspects of the job.

Person Profile

Educational Level/Qualifications

Desirable:

- Educated to A Level or equivalent
- Basic Food Hygiene qualifications
- Customer Service NVQ Level 1 or 2

Experience/Knowledge

Required:

- Experience in a variety of noteworthy up-scale restaurants and higher volume catering establishments
- At least one year's previous catering and customer service experience

Personal Skills

Required:

- Perform great customer service
- Respect colleagues and City Cruises customers
- Approach everything with integrity with what you do



- Deliver excellence through profit, customer satisfaction and living our City Cruises values
- Work with empathy
- The desire to go the extra mile and a can do attitude
- A warm and engaging personality - outward going, confident with first class interpersonal skills
- Passionate about great food, fine wine and all aspects of hospitality life
- Great attention to detail, highly organised and self-motivated
- Tenacious and calm under pressure
- Very flexible
- A team player. No room for 'them and us'
- Fantastic communication skills, a good command of spoken and written English
- To exhibit a professional attitude at all times
- Polite, smart/well presented
- Is able to work under independently and under direction

Desirable:

- Company focused
- Sales driven

If you believe you are suitable for this position please email your CV stating what position you are applying for to recruitment@citycruises.com

NB. Please note that due to the high volume of applications we expect to receive, you will only be contacted if you are shortlisted to the next stage of the recruitment process.