
Waiter Resume Job Description

Job Description: Hotel Waiter

Position: Hotel Waiter

Location: The Grand Hotel, Portland, OR

Job Summary:

We are seeking a dedicated and personable Hotel Waiter to join our team at The Grand Hotel. The ideal candidate will have excellent customer service skills, a positive attitude, and the ability to thrive in a fast-paced environment. As a Hotel Waiter, you will play a key role in providing guests with a memorable dining experience by delivering exceptional service and ensuring guest satisfaction.

Responsibilities:

- Greet and welcome guests as they arrive at the restaurant or dining area.
- Present menus, answer questions, and make recommendations regarding food and beverages.
- Take accurate food and beverage orders and enter them into the POS system.
- Serve food and beverages to guests in a timely and professional manner.
- Monitor tables to ensure guests have a pleasant dining experience and attend to their needs promptly.
- Handle guest complaints and concerns with professionalism and courtesy.
- Clear and reset tables after guests have finished dining.
- Maintain cleanliness and organization of the dining area and service stations.
- Collaborate with kitchen staff and other team members to ensure smooth service.
- Follow all food safety and hygiene practices to ensure the safety and well-being of guests.
- Assist with setup and breakdown of dining areas for special events and functions.

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- Uphold the hotel's standards of excellence in customer service and hospitality.

Requirements:

- High school diploma or equivalent.
- Previous experience in a customer service role is preferred, but not required.
- Strong communication and interpersonal skills.
- Ability to multitask and work efficiently in a fast-paced environment.
- Positive attitude and a team-oriented mindset.
- Knowledge of food safety and hygiene practices.
- Proficiency in using point-of-sale (POS) systems is a plus.
- Flexibility to work various shifts, including weekends and holidays.
- Physical ability to stand for long periods and lift/move heavy items as needed.

Benefits:

- Competitive salary and tips.
- Opportunities for career growth and development.
- Employee discounts on hotel services and amenities.
- Health and wellness benefits.
- Friendly and supportive work environment.

Application Process:

If you are enthusiastic about providing excellent service and creating memorable experiences for guests, we encourage you to apply for the Hotel Waiter position at The Grand Hotel. Please submit your resume and cover letter detailing your relevant experience and why you are a great fit for this role.

Contact Information:

The Grand Hotel
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Portland, OR 97201

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