



Casual Events Head Waiter Role Description

JOB TITLE:	Casual Events Head Waiter
LOCATION:	Dartmouth House
REPORTS TO:	Operations Manager
RESPONSIBLE FOR:	Waiters/Waitress/ Event Porters
INTERNAL LIAISON:	Operational team, Sales Co-ordinator, Sales Manager
EXTERNAL LIAISON:	Clients, Customers

PURPOSE OF THE JOB:

<p>To make sure our customers are looked after to a high standard that all service is delivered as per the Event Sheet and that guest are looked after in a manner that is in keeping with the venue.</p> <p>That all future events are planned ahead in advance and that all events are set-up in a timely manner.</p> <p>That you interact with the client both prior, during and after an event to ensure that you are fully aware of the clients expectations.</p>
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GREAT PEOPLE	KPI'S
At all times be an ambassador for venue and Compass Group, building strong relationships with customers and clients alike.	Client feedback
Be a positive and inspirational manager, sharing ideas and participating in team spirit, and be loyal to and supportive of colleagues including any temporary members of staff	Feedback and motivation of colleagues
Achieve performance objectives and set KPI's specific to role. Participate in regular reviews and appraisals in line with Compass management standards	Achievement of client feedback scores
Manage team performance through on the job coaching	Client Feedback
Develop strong working relationships with the Sales Team, Kitchen Team and Casual Workers	Colleague feedback.

Highlight team development needs with Operations Manger at earliest opportunity in order to ensure appropriate skill sets at all times.	Achievement of all team KPIs and targets
Undertake training and development identified as required in reviews and appraisals for both self and team	Review results
Attend internal meetings as required and prepare all necessary information and follow up	Meeting attendance & quality of information

GREAT SERVICE	KPI'S
Follow Dartmouth House service process in all customer events to ensure excellent service given and rapport established and relationships built	Guest Feedback
To ensure self and team provide outstanding customer service	Customer Feedback
Ensure events team provide best service to customers while maximising sales opportunities, accurately and within brand guidelines	Financial Results and Customer Feedback
Ensure that food and beverage is served as per the event sheet and that close liaison is kept with the kitchen and other departments	Customer Feedback
Ensure that all event staff are correctly wearing proper uniform for all duties.	Customer Feedback
Maintain excellent product knowledge at all times	Customer feedback
Record accurately all customer consumption and report accordingly to General Manger for Invoicing	Consumption Reports
Be aware and adhere with statutory, legal and company requirements for: Health and Safety Food Hygiene Licensing Laws Employments Laws Fire Regulations Sales of Goods / Trade Description	Health and safety audits. ISO / Quality audits
Report all maintenance issues and hazards as in the company health and safety manual	Health and safety audits
Demonstrate best working practices in all duties and comply with company manuals	Health and safety audits

GREAT RESULTS	KPI'S
Help the Sales Team achieve set sales targets for the period, quarter or year	Revenue targets
Provide accurate stock reports on a daily and weekly basis as per Standard Operating Procedures (SOP)	Stock % Results and SOP
To fully implement Standard Operating Procedures and help with both creating and updating SOP Manual.	SOP Report
Achieve target score for customer satisfaction surveys	Customer Feedback Results
Participate in Sales promotions and activities as required	Inclusion in promotions per annum
Be aware of competitor activities & industry trends.	Competitor report
Achieve personal goals and objectives identified in reviews and appraisals	Review results

PERSON SPECIFICATION

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
QUALIFICATIONS	GCSE including Maths & English	Pass
EXPERIENCE	At least 1 year's experience within a hotel or venue in a similar supervisory role	Minimum 3 years experience within hospitality/travel industry
KNOWLEDGE AND SKILLS	Excellent verbal and written communication skills Computer literate and confident in MS Excel; Word and Outlook	Venue knowledge
PERSONAL QUALITIES	Demonstrates a flair for Event Management Ability to inspire customer trust and confidence Passionate about hospitality, sales and customer service	Have experience of managing small team Industry awareness Assertive, calm works well under pressure

	<p>Ability to multi-task, think fast and to deliver solutions to customer requirements</p> <p>Possess diplomacy, discretion and impartiality of judgment Creative in thinking and approach</p> <p>Confidence</p> <p>Enjoys a challenge A good sense of humour, flexible and forward thinking to anticipate problems before they arise</p>	
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Updated Nov 2011