

Senior Waiter

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Company: BOMBAY STORY INDIAN KITCHEN & BAR

Location: Maidenhead

Category: other-general

Bombay Story is a modern version of a genuine Indian kitchen. A far cry from the traditional curry house, this concept is based on the highest quality Indian street, and home cooked food. Salads, grills and breads feature in a short, but well thought out and versatile all-day menu.

Bombay Story is - Fulfilling, Colorful, Fun, Edgy, Multicultural, Fast, Casual, Global influence, Young, Dynamic and Affordable. We do not take ourselves too seriously and we love the idea of people enjoying our dishes without thinking they have sacrificed an ingredient or flavour in order to conform to the latest health fad.

The Bombay Story team are passionate individuals with big personalities, but most importantly they love service excellence delivered in our own unique, upbeat and vibrant style.

To assist the Restaurant Manager and supervision of service in the restaurant and collection, and take responsibility for service during your shift. Our customers mean the world to us, so we expect the supervisor to influence the behavior of the team, that brings out the best in them.

Primary responsibility is to greets customers and offers restaurant, answers questions about menu offerings, processes food and drink orders, carries food and drinks from kitchen to tables, and prepares bills and process payments. Although it may seem simple, it's an important job that ensures our restaurant's efficient and smooth operation.

The Role

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To ensure

that the service is at all times performed in a professional manner and to the style as specified by the Restaurant Manager.

.

Providing

excellent wait service to ensure satisfaction

.

Taking

customer orders and delivering food and beverages

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Making

menu recommendations, answering questions and sharing additional information with restaurant patrons

.

To be fully

conversant with every dish served in the Restaurant and to provide explanations as requested.

.

To

communicate with other Restaurant staff and departments.

.

To assist

the Restaurant Manager and their Assistants in keeping the morale of the Team up through social and educational events.

.

To make

sure that Company Policy, the Vision Statement, and Departmental Objectives are followed and utilised at all times.

.

To assist

with mise en place through distribution of tasks and to ensure the monitoring and completion of tasks is done properly and in time allocated.

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To take

responsibility for service in the area of the Restaurant under your responsibility during your shift.

.

To assist

the Restaurant Manager and their Assistants in the preparation and presentation of training programmes, briefings and SOP's Manage the team on a daily basis in particular on the managers days off and holiday

.

Assist in

implementing the necessary training of the team and on boarding new staff

.

Always

Maintaining the highest of standards in line with our SOP's – (Standard Operating Procedures)

.

Working

alongside DABBAWALLA's Head Chef, managing daily drink stock requirements and

placing orders as required, and with careful consideration to the volumes required.

.

Manage and

control all FOH inventories to include all OS&E (operating supplies and equipment) ie. cleaning products, packaging etc.

.

Control

and manage staff administration, to include rota's, holiday forms, expenses forms, etc. (Shared responsibility with the Manager)

.

Manage 3rd

party contractors making sure we keep sound records and traceability of all works carried out on site

.

Hold daily

meetings with your team, to ensure detailed communications are a regular occurrence, as well as to support the motivation and drive of the whole team.

.

Continuously

monitor and support the personal development of your DABBAWALLA team members

.

Manage the

maintenance of all equipment on site, and any contracts we may hold with 3rd parties

·
Manage and

maintain the highest of cleanliness standards for the premises and the personal hygiene of the team too.

·
Strictly

adhere to our HACCP procedures and make sure all necessary paperwork is filled in and up to date

Skills & Competences

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Experience

in the personality department is key!

.

A passion

for the food industry

.

1 – 2

years previous experience in fast casual high street food brands

is

preferable

.

Positive,

Happy and Hard Working – Yes these are skills!

.

An

understanding of IT and POS systems (point of sales system)

.

Excellent

communication skills

Qualifications and

Requirements of the position

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English as

a first or second language (spoken, written and reading)

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Well

groomed and presentable

.

Discretion

and Loyalty

.

The

ability to multi task

.

Excellent

timekeeping

.

Flexible

working hours (incl. working on bank holidays)

.

Necessary

working permits

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