

Waiter

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Company: Fortnum & Mason

Location: United Kingdom

Category: other-general

DJTS – Waiter Waitress

Located in the heart of Piccadilly in our beautiful flagship store. This central London location, offers so much to explore including restaurants, bars, cultural sites, shopping and more, and only a short walk from the Green Park Tube Station and plenty of bus stops.

Waiter/Waitress – Diamond Jubilee Tea Salon

Epitomising the sophistication of Afternoon and High Tea in all its splendour, our Diamond Jubilee Tea Salon serves an extraordinary selection of teas, our famous fluffy scones and delicious sandwiches 7 days a week for all those special occasions. The Queen opened the Tea Salon in 2012 in honour of her Diamond Jubilee. The Tea Salon also specialises in private dining hosting an array of events from charity balls to private birthday parties.

We are currently looking for passionate Waiters/Waitresses to work in our fabulous Diamond Jubilee Tea Salon and helping our customers have a truly enjoyable experience.

Key Accountabilities:

Run and maintain the appearance of your station and section to the highest degree

Adhere to the agreed standards of table lay-up and MEP

Set all tables in accordance with the standards provided

Take instruction from head waiter, anticipate their requirements

Provide attentive and prompt service

React and deal with issues, complaints, breakages, spillages in a manner befitting the restaurant's ethos

Create and deliver an extraordinary customer experience, meeting all targets set

Maintain excellent restaurant standards and cleanliness of fixtures

Ensure the menus are displayed and accurate

Ensure grooming standards meet company requirements

We expect the successful candidate to have the following skills and experience:

Experience within Afternoon Tea/High Tea/Private Dining

Demonstrate an authentic and passionate understanding of brand, menus and restaurant service

Build up strong relationship with customers in order to encourage repeated visits

Ability to multitask, prioritize and manage time effectively

Solid interpersonal and communication skills

Ability to think quickly and rationally to ever-changing situations

Consistently leading by example

We are committed to developing your career and nurturing your talent, regardless of age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race;

religion or belief; sex; sexual orientation. We respect and embrace each other's differences, to create a truly inclusive environment.

In the last year alone, our people have been recognised and celebrated, winning awards for their outstanding contributions to Retail, Technology, Global Hospitality & Tourism, Visual Merchandising & Display, Customer Service and Local Community Awards.

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