

## BIBIS RESTAURANT HEADWAITER/WAITRESS

Full time (including evenings & weekends)

Bibis Italianissimo is a highly successful, well renowned restaurant and cocktail bar with a reputation for exceptional food, service and live music events.

This is an exciting opportunity for an experienced professional Head Waiter/Waitress to join our team. The candidate must have experience in a quality high volume restaurant or hotel and will ensure exceptional customer service is delivered at all times, strive to consistently exceed customer expectations, whilst always leading by example.

### **Responsibilities include:**

- To manage the Commis Waiters in your section
- To welcome, seat and take food orders from customers
- To take responsibility for service in the area of the restaurant under your responsibility during your shift
- To be fully conversant with every dish served in the restaurant and to provide explanations as requested by customers
- Build ongoing relationships with customers by engaging with each customer and always leading by example
- To ensure exceptional customer service is offered to every customer
- Handling any customer complaints during service by investigating and resolving and escalating to the Assistant Restaurant Managers when necessary
- To be aware of and promote any special offers to customers
- To communicate effectively with the kitchen team and other departments
- Ability to work flexible hours including evenings & weekends
- Outstanding customer service, personal presentation and professionalism
- Ability to remain calm under pressure