



JOB DESCRIPTION

PROFESSIONAL TITLE:	Waiter/ Waitress
DEPARTMENT:	FRONT OF HOUSE (FOH)
REPORTS TO:	HEADWAITER
SUPERVISES:	<i>N/A</i>
CONDITIONS OF WORK:	WORKS ON VARIOUS SHIFTS IN THE RESTAURANT: OPERATIONAL WORKING CONDITION. FLEXIBILITY IN WORKING HOURS AND RESTAURANT LOCATION

PURPOSE OF DUTY

To be in charge of taking guest's orders by advising and recommending them LPM signatures dishes and keeping your tables well maintained at all times. To clearly explain to each and every table the LPM concept (sharing, tomato and lemon, olive oil).

LPM DUTIES/VALUES

- To treat all your colleagues and guests as you will treat your family and friends
- Greet all your colleagues when you arrive before starting your duties
- Always be punctual, wearing the correct uniform respecting the grooming standards
- Be smiley, friendly and respectful with all our guests and your colleagues
- Always ensure to provide the full LPM experience to all our guests
- Seize every opportunity to explain the LPM concept and signatures dishes/drinks to new guests
- Seize every opportunity to develop your own skills/knowledge and share it with others
- Create a positive and open-minded environment for all
- Support and help your colleagues, always work as a team
- Stay honest, authentic and always seek to go to the extra mile
- Embrace and respect all cultural differences

JOB DUTIES AND RESPONSIBILITIES

COMMUNICATION

- To attend bi-daily team briefing actively.
- To efficiently communicate and report to relevant supervisors and co-workers in a transparent way.

GUEST RELATIONS

- To recognize guests preferences and anticipate them.



- To handle all guests complaints in a friendly and effective way, if escalated, to report to upper management.

OPERATIONS

- To always act and perform accordingly to LPM standards.
- To have a thorough knowledge of the menu and bar list of LPM
- To be in charge of your own section, providing the best possible service while interacting in a friendly and in a welcoming manner
- To maximize opportunities to increase revenue (upselling, recommendations, participation in incentives,...)
- To always ensure an excellent guest experience.
- To successfully follow daily duties and role responsibilities.
- To efficiently use the POS system.
- To respond quickly and positively to changes within your job role, showing flexibility

JOB ROLE SPECIFICATIONS	
Qualifications:	<p><i>Essential</i></p> <ul style="list-style-type: none"> • High school diploma or equivalent <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Hospitality education background
Experience:	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Previous experience in hospitality/F&B industry (min 1 year) • Previous experience in a similar position (min 1 year) <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Previous experience in high-volume restaurant • Previous experience in a high-end restaurant
Skills:	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Interpersonal skills • English – excellent oral and written • Guest relation skills • Attention to details, speed and accuracy • Working attitude <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Additional foreign language skills • Selling skills
Competencies:	<ul style="list-style-type: none"> • Communication • Team player



	<ul style="list-style-type: none">• Organizational and time management• Stress management• Familiarity with POS and cash handling• Familiarity with SOPs
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OTHER DETAILS:

- Hours: 40-45 hours per week
- Pay: £13 per hours