



THE QUEEN'S CLUB

RESTAURANT & BAR MANAGEMENT

Job Title: Waiter

Purpose: To lead Grille service to provide an exceptional and friendly food and beverage service for the enjoyment of Members, guests and visitors to the Club. Deputising in the absence of senior restaurant and bar management and overseeing the smooth running of events and functions at the Club. To help support and build the reputation of The Queen's Club as the finest racquet sports club in the world.

Reports to: Deputy Restaurant Manager/Bar Manager

Responsible for: Restaurant & Bar Assistants, casual and agency staff

Key Liaisons: Catering Operations Manager; Members, Club guests, visitors, management and staff

Key Responsibilities:

People:

- To quickly assess Member needs and flex personal service style appropriately.
- To build and maintain a good rapport with Members and guests with the objective of generating repeat and new business.
- To remain calm, composed and in control, even in challenging situations.
- To effectively handle Member/guest complaints, compliments, concerns or special requests.
- To project a positive, professional and friendly image to Members and staff.
- To train staff to anticipate and respond to Member needs.
- To ensure effective communication between staff within the department and with other departments.
- To maintain high standards of personal hygiene and presentation across the staff on duty.

Product:

- To assist Restaurant and Bar management contributing towards the smooth running of the Grille & Player's Bar.
- To assist the Deputy and Assistant Restaurant Manager to oversee aspects of the Grille and Players' Bar and manage events where required.
- To thoroughly understand The Queens Club standards in food presentation, beverage and service and implement them.
- To ensure and maintain consistent standards through day-to-day communication, daily briefings, allergen information, cooking methods and on-going training.
- To communicate effectively with the Kitchen through regular contact before, during and after service.
- To organise any last minute changes or details to Member reservations.

- To maintain an accurate and up to date understanding of all Club House and Club events/functions.
- To manage functions/events/meetings when required.
- To communicate directly with the hosts of functions; checking details and ensuring delivery and satisfaction.
- To deliver and monitor functions, events and meetings actively participating in service and leading the waiting team.
- To inspect the Club House daily (front and back) to ensure a very high standard of cleanliness, physical condition and correctly functioning equipment, reporting all issues to maintenance/F&B Service Manager.
- To ensure that the Club House, public areas and back of house area are cleaned throughout the day.
- To constantly check the quality of food served in the Club House and function rooms.
- To monitor and ensure that linen, china, glassware and silver in use is of the highest standard.
- To assist the Deputy Restaurant Manager to develop new ideas for product and equipment enhancement.
- To organise and deliver operations for the summer tournament and other significant Club events/tournaments as directed by the F&B Service Manager.

Service:

- To offer service to all Members and guests in a manner that exceeds expectations, providing a friendly courteous approach at all times.
- To demonstrate, through knowledge and delivery, the effective execution of the sequence of service (i.e. greeting the guest(s), taking their order, serving of food, wine etc. during operating hours).
- To sense Member/guest needs and quickly respond to these in order to maximise satisfaction (i.e. service co-ordination and timely execution).
- To assist in co-ordinating resources for 'special events'.
- To understand methods of preparation and presentation of all foods served.
- To confidently provide expert knowledge of wine and spirits with recommendations to match menu items and Member/guest preferences.
- To be aware of and ensure compliance with licensing laws and detect any fraud and illegalities that might occur and report them immediately.
- To be constantly vigilant and aware of service details and product quality delivered during operating hours.
- To assist the Deputy Restaurant Manager to maintain a high quality service to Members and guests at all times whilst making certain all sequence of service and standards are met.

Financials:

- To be accountable for the operations' assets and actions of staff i.e. to instruct staff on proper equipment storage and handling, to minimise breakages of china and glassware, and misuse of linen and silverware.
- To prepare Event/Functions Club Sys checks and reports with all back-up for collection at the end of functions.
- To ensure financial standards are followed when handling floats, daily takings, cash, credit and Member card transactions. Reporting any cash/float discrepancies immediately to the

Finance director and the F&B Service Manager.

- To ensure F&B Member/guests charges are administered accurately.
- To assist in the achievement of food GP% and beverage GP% as set by the F&B Service Manager.

Health & Safety; Food Hygiene and Safeguarding and Child Protection:

- To ensure a safe workplace by identifying hazards and taking corrective action.
- To safeguard Members/guests and staff with knowledge and the application of health and safety, accident prevention, fire drills/evacuation and first aid.
- To instruct staff on specific safe work practices (e.g. use of proper footwear, cleaning up after spills, manual handling, first aid response and emergency evacuation).
- To maintain food hygiene requirements/standards at all times.
- To store and use all chemicals and cleaning products according to instructions adhering to the Club COSHH standards at all times.
- To follow The Queen's Club safeguarding policy and procedures at all times and be vigilant on all matters of child and adults at risk protection reporting any concerns to the Welfare Officer.

General Requirements:

- To ensure you read the Club Bye-Laws and have an understanding of and adhere to the Club rules assisting Members and guests where necessary.
- To make suggestions and recommend any improvements to F&B management.
- To maintain a high standard of personal appearance and hygiene adhering to the departments' personal appearance standards.
- To assist your colleagues at all times and when asked.
- To maintain a high standard of personal appearance and hygiene adhering to the departments' personal appearance standards.
- To undertake additional duties that fall within the overall scope of this position as directed by the Deputy Restaurant Manager/Bar Manager/F&B Service Manager.
- To attend training and internal meetings as required.
- To conduct all aspects of your work and behaviour in line with the values of The Queen's Club.

If you have the skills required and would like to join our team working with people who are passionate about delivering a high level of service then please submit your C.V along with a cover letter to recruitment@queensclub.co.uk

Please note that by applying for this vacancy you accept The Queen's Club Recruitment's Privacy Policy and GDPR Policy which a copy can be obtained from HR and therefore give us consent to contact you.