



<b>TITLE</b>	Waiter
<b>REPORTING TO</b>	Restaurant Manager/ Assistant Restaurant Manager
<b>DIRECT REPORTS</b>	N/A
<b>INDIRECT REPORTS</b>	N/A

**JOB PURPOSE**

- To provide all the guests an exceptional experience within the outlet and reflect respect and responsibility in all your job duties

**KEY JOB RESPONSIBILITIES**

- Provide the guests a friendly, unobtrusive, professional and qualified service based on Ovio Standards
- Serve and clear food and beverage items in a professional and natural way
- Understand all food & beverage items and explain them to guests in a proficient way
- Anticipate and service guests needs, before they arise
- Ensure full guest satisfaction to establish return guests and an exceptional place of venue
- Complete opening and closing duties to ensure sufficient mise-en-place is on hand, set-up and break-down is completed and the outlet and it's work areas are clean and tidy
- Utilize the POS system in a competent and accurate way and handle with this all financial aspects in a lawful and ethical method, accordingly to the guidelines
- Communicate (verbally or in writing) in a polite, respectful and efficient mode to all concerned parties
- Follow proper payroll and uniform procedures, as well as the rules and policies of the company
- Handle property, equipment, uniform and food & beverage products with care and take ownership, this includes the retrieving, stocking, cleaning and service of all these items
- Respond properly to emergency or safety situations
- Support your team and counter-parts in any way possible, accordingly to the business needs
- Perform other tasks or projects as assigned by management staff



**ESSENTIAL SKILLS**

**FUNCTIONAL LEVEL**

- Able to serve any kind of food and beverage and explain them accordingly
- Knowledge and Care about food and beverage products and it's required equipment
- Able to stand, walk, carry, lift and physical help others throughout the 9 hour shift

**INTERPERSONAL LEVEL**

- Implements ethical values to the job and work team
- Treats every person with respect and dignity
- Personal hygiene and grooming

**PROBLEM SOLVING**

- Anticipates guest needs and inform management immediately in case a problem arises
- Ensures safety and care for guests, co-workers, F&B and equipment
- Abides to Health regulations
- Reports any internal conflict to the management

**LANGUAGE SKILLS**

- Fluent in Arabic verbally as well as written
- Good English communication knowledge

**EDUCATIONAL BACKGROUND**

- Bachelor or Hospitality Degree preferred

**PROFESSIONAL EXPERIENCE**

- Service experience in hotels and restaurants preferred

I have read and understand that I am responsible for executing the responsibilities of this job description.

**Employee Signature**

**Date**

**Human Resource  
Signature**

**Date**

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