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Head Waitress (FEMALE ONLY)

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Company: Burj cafe

Location: New Delhi

Category: other-general

Company DescriptionThis is a full-time on-site role for a Head Waitress at Burj cafe located in Old Delhi near Jama masjid. Job Summary: The Restaurant's Head Waitress is a pivotal role in ensuring exceptional guest experiences through efficient order-taking and impeccable service. This position combines the responsibilities of a head waiter with those of taking orders, requiring strong leadership, communication, and customer service skills.Responsibilities:Order Taking: Greet guests, explain menu items, take accurate orders, and enter them into the POS system promptly. Guest Relations: Interact with guests in a friendly and professional manner, addressing inquiries, recommending dishes, and accommodating special requests. Supervision: Provide guidance and support to the waitstaff, ensuring smooth service flow and resolving any issues that may arise during service hours.Quality Control: Maintain cleanliness and organization in the dining area, oversee table setups, and ensure adherence to hygiene and safety standards. Training: Train new staff members on order-taking procedures, menu knowledge, and service etiquette to uphold consistent standards of excellence. Upselling: Promote menu items, specials, and promotions to enhance the dining experience and increase sales revenue. Problem Resolution: Address guest complaints or concerns promptly and professionally, striving to resolve issues to the guest's satisfaction. Inventory Management: Monitor inventory levels of dining supplies and communicate needs to management for restocking. Collaboration: Work closely with kitchen staff, bartenders, and management to ensure seamless coordination of food and beverage service. Skills Required: Customer Service: Exceptional interpersonal skills with a focus on delivering outstanding guest experiences. Order Accuracy: Ability to take detailed and

accurate orders, ensuring guests receive their desired items correctly.Leadership: Strong leadership qualities with the ability to supervise and motivate a team effectively. Communication: Clear and effective communication skills, both verbal and written, for interacting with guests and coordinating with staff.Organizational Skills: Capacity to multitask, prioritize tasks, and manage time efficiently in a fast-paced environment. Attention to Detail: Keen eye for detail to ensure order accuracy, table setups, and overall presentation. Product Knowledge: Comprehensive understanding of the menu, including ingredients, preparation methods, and special dietary requirements. Computer Literacy: Proficiency in using POS systems or order-taking software for processing orders and managing transactions. Qualification Requirements Education: High school diploma or equivalent; additional certification or training in hospitality or food service is advantageous. Experience: Previous experience in a waiter or head waiter role, preferably in a fine dining or upscale restaurant setting. Order-Taking Experience: Demonstrated proficiency in taking orders accurately and efficiently, with a strong understanding of menu items.Proficiency in ENGLISH and HINDI language is a mustProficiency in other languages is a plusTO APPLYEmail your CV at Mahadk2312@gmail.com

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