



Staff and Cast Positions – Waiter

Thank You for taking the time to consider joining the Carrington Inn hospitality team. We look forward hearing from you soon!

Established in 1885, The Carrington Inn has been a landmark in the rural town of Bungendore for over a century. Initially a coaching inn for travelers on the Cobb & Co route The Carrington Inn holds historical value to the community of Bungendore and its surroundings. It is anticipated that when reopened after extensive renewal, the Carrington will return to a focal point of the local community and be enjoyed and admired by tourists and travelers.

Waiter – Job Description

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| Job Title: | Waiter |
| Reporting to: | Restaurant Manager |
| <p>SUMMARY:</p> <p>The Carrington Inn’s Executive Director, is looking for a bright, skillful and committed person to represent the Wintergarden venue brand and serve its food and beverage offerings to our guests. A person who is first and foremost diligent and professional, but just as important, can make guest feel welcomed, valued, and part of our family.</p> <p>A Wintergarden Waiter is a hands-on food service position. He / She reports to the Restaurant Manager. They will help venue guests feel special and at home, and serve wholesome food on time, meeting the presentation style and quality commitment of our brand.</p> <p>The position is for an experienced food professional who is themselves as much of the guest experience as is the food and the venue. Knowledgeable about beverage matching, food preparation, nutrition, and providence, he/she is able to enrich guests’ experience of service through helpful supplemental information.</p> <p>A Wintergarden Waiter ensures that health and food safety standards are always practiced. They are a member of the Wintergarden team who represents a critical cornerstone of the Carrington Inn heritage story. As a member of this team, they provide a link to the establishment’s 131-year history, while rewarding guest with wholesome food and drink that meets the venue’s quality, styling and brand requirements.</p> | |

The Carrington Inn is an equal opportunity employer.

Typical Duties and Responsibilities include:

- Meeting, greeting, seating and farewelling guests.
- Offering a good level of service to guests, making their visit enjoyable.
- Serving guests in accordance with venue guest service guidelines and policies.
- Establishing rapport with guests.
- Knowing the venue's story and being able to use that to enhance guests' experience and satisfaction.
- Knowing the restaurant menu offerings in depth, so as to be able to answer guests' questions and make recommendations to them.
- Serving food and beverage according to the restaurant's quality and service standards.
- Preparing hot, cold, and mixed drinks for patrons, and chilling bottles of wine.
- Explaining how various menu items are prepared, describing ingredients and cooking methods.
- Maintaining readiness of restaurant dining areas.
- Cleaning tables and/or counters after patrons have finished dining.
- Preparing tables for meals, including setting up items such as linen, silverware, and glassware.
- Practicing Responsible Service of Alcohol.
- Performing payment settlement and operating the cash register ensuring a high level of accuracy.
- Assisting with the taking, setting-up and confirmation of bookings.
- Ensuring safety of staff and patrons at all times.
- Obtaining revenues, issuing receipts, accepting payments, returning the change.
- Performing associated cleaning tasks as needed or directed by supervisor.
- Being fully aware of the venue's Fire Safety Procedures and Health & Safety regulations.
- Reporting maintenance problems to Restaurant Supervisor.
- Assist with the training of floor staff according to restaurant training guidelines.
- Creating a harmonious environment amongst all staff within the restaurant.
- Other duties typically expected of the position as required from time to time.
- Assisting other areas of the Carrington Inn as required.
- Participating in team meetings and surveys.

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EDUCATION and/or EXPERIENCE

- Must have at least 3 years restaurant (Fine Dining) experience in a senior role.
- Extensive food and wine knowledge.
- Leadership level experience required.
- Knowledge of local attractions, produce and wines.
- Food Safety Certificate or willingness to obtain Food Safety Certificate.
- Responsible Service of Alcohol Certificate.
- Having or obtaining a restaurant first aid certificate
- Working knowledge of purchasing, ordering, receiving, costing and inventory procedures.
- Working knowledge of various computer software programs including, but not limited to, word-processing, spreadsheets, POS, kitchen management, tablet computer, and email.

OTHER SKILLS and ABILITIES

- A Wintergarden Waiter:
 - has the ability to serve dining guests in a timely manner, which is accurate, complete, and of good quality.
 - has a good memory for guests and their preferences. They have the ability to effortlessly and accurately take and recall food and beverage orders.
 - has excellent person-to-person communication abilities in the English language, including Listening Comprehension, Speech Clarity, Expression of Information and Problem Sensitivity.
 - demonstrates an ability to represent and convey the historic brand story of the Inn to guests.
 - has physical strength and good body coordination when the whole body is in motion and carrying items.
 - comes to work when rostered, is punctual and sets a good example of character and ethic.
 - follows directions, takes criticism positively, and at all times refrains from abusive and/or inappropriate behaviour.
 - is honest in all manner of engagement with the enterprise and guests.

PERSONAL PRESENTATION:

READINESS FOR WORK: At the start of the rostered time you should be clean, groomed, uniformed, fed, well-rested, with personal belongings already stowed, and ready to immediately commence work in all other ways required of the position. This is a condition for ongoing employment.

UNIFORM:. Every day you should present in a clean uniform, ready to work. Footwear is to be comfortable with non-slip soles, and a closed toe style approved to coordinate with the uniform.

GROOMING: The position requires a person who is clean and well groomed. Hair will be under cap or net, tied back if long. Males are preferred to be clean shaven, otherwise facial hair must be well groomed and not longer than 30mm at any length. Females will maintain not more than light make-up.

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SHIFTS / NIGHT WORK / AVAILABILITY/ WORKING CONDITIONS ETC:

On its re-opening, the Wintergarden Restaurant will be closed on Mondays and Tuesdays, however if business levels dictate the restaurant may go to a 7-day roster. You will be expected to be available for work during peak times which include Saturday, Sunday and agreed public holidays

Minimum of 3 hours per month continuous professional education should be undertaken.

Dinner break at set time (If min hours met).

PHYSICAL DEMANDS:

While performing the duties, you are regularly required to see, talk, hear and feel touch. You are frequently required to stand; walk; use hands to finger, handle, sense or feel; reach with hands and arms, and stoop, kneel, or crouch. You must occasionally lift and/or move up to 24kg. Specific vision abilities required in this role include close vision and distance vision. Logic and thinking process must be quick and unencumbered.

WORK ENVIRONMENT:

While performing the core functions of the position, you are usually indoors, in a confined environment, but may also be rostered to work outdoors in a natural and variable environment. The position can also involve regularly moving between a warm room and cold locations (cool room or outdoors). Moderate machine and crowd noise levels exist in the working environment.

OPERATIONS GUIDELINES:

The property maintains operational guidelines for personnel that are intended to create a safe and productive working environment, and a professional and appealing guest experience. The full set of guidelines will be provided to shortlisted applicants, although they may change from time to time. The following are two key guidelines:

MOBILE DEVICES: Personal mobile devices may not be accessed or used during shifts, except on breaks. All personal devices must be stowed in lockers or vehicles during shifts. Emergency contact support is provided through the main venue telephone number.

PERSONAL VISITORS: Personal visitors should not attend the property, distract or disrupt you from your responsibilities during your shift. Guest of the venues excepted.

SECURITY BACKGROUND and **REFERENCE CHECKS** may be undertaken.

Location of job: Bungendore, NSW

Prepared by:

Date: 26 May 2016

Wintergarden – TOM WILLS – *Myees* – ELM PARK – ROSE COTTAGE



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