Waiter - Halkidiki

Η **“FILOS-*Xenia”* Hospitality Services** αναζητά για 4\* ξενοδοχειακό συγκρότημα στον Πλατανίτη, Μαρώνειας, στην Κομοτηνή, να καλύψει την ακόλουθη θέση:

**WAITER/WAITRESS**

**(code: WTR)**

**THE ROLE**

The Waiter is responsible for serving food and beverages to the guests in a quick, efficient, friendly and professional manner. Other responsibilities include maintaining a clean restaurant/bar area, processing payments, and keeping track of the inventory.

**The person holding this position is required to:**

* Welcome, cater for and deliver friendly personal service to all guests, from arrival to departure, with a professional touch, as set by the company’s service standards
* Ensure the provision of timely and accurate service (right order on time)
* Handle guest complaints effectively but always refer the problem/complaint to the Operations Coordinator as well
* Provide accurate and insightful information to the customer in regards to menu items, beverages and be pro-active in sales
* Perform all tasks in a professional manner and deliver according to standards
* Make suggestions to improve the overall operation of the outlet
* Perform the correct storage of goods and beverages under hygienic and appropriate conditions
* Ensure proper handling and storage of all silverware, cutlery and electrical equipment
* Check operational condition of equipment and appliances on a regular basis
* Report maintenance and repair jobs to the Maintenance Supervisor
* Follow the daily/weekly cleaning duties/responsibilities assigned
* Ensure that the mise-en-place is always up to the standards
* Control table service sequence
* Responsible for cleanliness, tidiness and maintaining the standards of service in the working area assigned
* Be friendly and co-operative with other team members, follow guidance by the O.C. and act in such a way that facilitates the overall team’s workflow
* Participate in the weekly operations meetings and in any trainings held
* Keep up-to-date with the latest trends in the field
* Maintain an effective communication level with the restaurant, kitchen and all other departments to ensure that the quality of service offered meets and exceeds standards
* Seek to be informed on the daily activities of the outlet and the hotel, in order to be helpful and able to provide guests with useful information, with a sales-oriented mindset as well
* Know the guests and be able to deliver service promptly and accurately
* Arrive on duty punctually and be flexible to work in other areas if needed
* Respect and adhere to the in-house rules and the hotel policies and procedures
* Take over from the previous shift and obtain relevant information at the start of the shift in regards of business volume, VIP guests, tasks to be clarified and completed and special events
* Undertake any other tasks as assigned by the O.C. and the administration

**CANDIDATE PROFILE**

* Excellent command of the Greek and English language
* Knowledge of a third language (i.e. German, French, Italian, Russian, Spanish, etc.) will be valued accordingly
* Computer literate, and desired working knowledge of  the use  of P.O.S. systems
* Minimum 2 years’ experience as waiter in a 4\*-5\* multicultural hotel environment
* Very good communication and interpersonal skills and with a strong customer-focused approach
* Passionate about the job and learning new skills and how to provide exceptional service
* Flexible personality, prepared to work in shifts, during holidays and weekends, and in different F&B outlets within the resort, available and willing to work overtime as per business demands
* Team-worker, with a positive attitude
* Proactive, able to work efficiently under pressure
* With good numerical and organizational skills

**THE COMPANY OFFERS**

* Competitive remuneration package
* Training and career development
* Dynamic and highly professional environment
* Seasonal employment
* Food & Accommodation [if not a local (Komotini prefecture) resident]

Those interested, please send **updated CV with recent photo** to the following email:

***C.V.s which do not fulfill the above requirements / qualifications or are sent without a photo will not be evaluated. Only those who will be selected for an interview will be contacted, in due time.***