

1865

JOB DESCRIPTION **FOOD AND BEVERAGE WAITER**

Discover our multi-tapas restaurant and bar (orangery), that offers stunning views of six acres of historical gardens. This Grade II Victorian building has hosted international royalty and notable figures since 1865, preserving a legacy of elegance and celebration. We are a casual fine-dining establishment, but we prefer to think of ourselves as "fun-dining." Our goal is to be a second home for our local patrons, offering a warm and inviting atmosphere.

The Orangery Restaurant Bar features a design inspired by Antique English and Japanese Botanical Gardens. Our international, multi-cuisine menu reflects the royal and notable guests who have dined throughout history. We aim to make every visit feel like a "Welcome home" experience, with fun, opulent, and memorable service. Enjoy live music, exceptional service, and an ever-changing selection of mouth-watering tapas dishes that cater to all tastes, inspired by global Flavors and our unique botanical theme.

We're seeking new team members who can bring their true character and charisma to the forefront. We love a touch of theatre and strive to provide a guest experience that's truly unique. Building relationships with regular guests is key to delivering anticipatory service, where upselling comes naturally. This is the perfect role for someone with luxury fine-dining experience who is looking for something special close to home, without the hassle of traveling into London.

The **Food and Beverage Waiter** will be responsible for supporting the Restaurant, Bar whilst ensuring the smooth running of the Food & Beverage department overall. The Waiter will be assisting the meeting and events when and if required. Maximising guest satisfaction, team member engagement and Food and Beverage profitability will be the Waiter's focus.

DUTIES AND RESPONSIBILITIES

- To have a full understanding of 1865 branding, concept and culture
- Welcome and greet guests with a warm, friendly attitude.
- Present menus, answer questions about menu items, making recommendations when requested.
- Take food and beverage orders accurately, and relay them to the kitchen and bar.
- Ensure that all orders are served promptly and correctly.
- Ensure guests have a positive dining experience by attending to their needs, refilling drinks, and responding to additional requests in a timely manner.
- Handle guest complaints professionally, escalating issues to management if necessary.
- Ensure all food and drinks are served according to the hotel's quality and presentation standards.
- Check guest satisfaction with each course served and ensure the overall meal experience is pleasant.
- Properly time the serving of food to guests, ensuring no delays between courses.
- Prepare tables by setting up linens, silverware, and glasses before service, and clearing tables after guests finish.
- Keep tables clean and tidy at all times, resetting them for new guests.

1865 Restaurant and Bar

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1865 Restaurant and Bar, Warren Road, Kingston Upon Thames, KT2 7HY

This Restaurant is owned and operated by Sun Group Holdings

Company Registration No. 05537011, VAT Registration No. 915987378

Initials

Date

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- Handle food and beverages carefully to prevent contamination or spillage.
- Regularly clean and sanitize tables, chairs, and dining areas before, during, and after shifts.
- Ensure that service areas are well-stocked with necessary supplies, including napkins, utensils, and condiments.
- Present the bill to guests at the end of the meal, and handle payments efficiently.
- Process payments using the hotel's point-of-sale system, including cash and card transactions.
- Maintain a thorough understanding of the food and beverage menu, including ingredients, preparation methods, and dietary restrictions.
- Advise guests on food and beverage pairings, as well as upsell specials, promotions, or premium menu items.
- Stay updated on daily specials, seasonal dishes, and new menu items to effectively inform and recommend them to guests.
- Work closely with kitchen staff, bartenders, and other waitstaff to ensure smooth service flow and guest satisfaction.
- Assist colleagues during peak service periods or in the event of a high-volume event, maintaining a team spirit.
- Ensure the safety of guests and team members by promptly reporting any hazards, broken equipment, or unsafe conditions.
- Practice safe handling of food, beverages, and cleaning chemicals, adhering to hotel health and safety regulations.
- Maintain personal hygiene and appearance to ensure a professional image is maintained at all times.
- Provide flexible support in other areas of the restaurant or hotel when events or private functions require it

WHAT ARE WE LOOKING FOR

- Prior experience as a waiter or in a similar F&B role is preferred, though on-the-job training may be provided.
- Strong interpersonal skills with a commitment to delivering an exceptional guest experience.
- Ability to effectively communicate with guests and colleagues, both verbally and in writing.
- Must be detail-oriented, ensuring orders are correct and food is presented neatly.
- Ability to work as part of a team and coordinate effectively with kitchen staff and management.
- Capable of managing multiple orders and tasks efficiently in a fast-paced environment.
- Willingness to work in rotating shifts, including evenings, weekends, and public holidays.
- Understanding of food safety standards, including handling, preparation, and cleanliness.
- Ability to think quickly and resolve guest issues or complaints calmly and professionally.
- Must maintain a neat appearance and present a positive image to guests

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EXPERIENCE

- Experience of working in a similar role and/or environment (preferably in a high-end restaurant within the hotel, leisure or hospitality industry would be a distinct advantage)
- Basic Food Hygiene Certificate (desirable)
- Accurate and efficient cash handling skills
- Customer service experience

PERSON SPECIFICATION

- Friendly, approachable, and able to remain calm under pressure.
- Punctual, responsible, and reliable in fulfilling duties and commitments.
- Able to work in a busy environment while maintaining high energy and enthusiasm.
- Passionate about providing excellent customer service and creating memorable dining experiences.
- Open to learning new skills and adjusting to changing work environments or menus
- Your phone must have a minimum of iOS 12 or Android 8.0 to use the latest software applications

QUALIFICATIONS

- GCSEs in English and Maths as a minimum.
- Formal education or catering training (Desirable)
- Basic food hygiene certificate from the Food Standards Agency (Desirable)

This job description is not all inclusive and is intended as an outline of the responsibilities and requirements of the role. The role and duties will evolve as the development expands and other duties may be required to meet the on-going needs of the company.

Employee Full Name

Employee Signature

Date

For employment opportunities or any enquiries, please contact us at:
hr@the-sungroup.com