

## **MISSIONS OF HOPE INTERNATIONAL JOB DESCRIPTION**

**Position:** Waiter/Waitress  
**Reports to:** Food and Beverages Officer  
**Supervises:** None  
**Department:** Sustainability Programs.

### **Overall Job Purpose:**

The waiter/Waitress is responsible of attending to all customers requests by ensuring timely delivery of customer orders, guiding clients on menu navigation and responding to inquiries. He /she should receive and ensures proper records of payments and should be able to effectively communicate both verbally and in writing, with all level of employees and guests in an attentive, friendly, courteous and service-oriented manner.

### **Duties and Responsibilities:**

1. Welcome visitors at the quest house and treat them with courtesy.
2. Have an excellent knowledge of the menu, introduce it to the customers and assist them to navigate through it, take the customers' orders and deliver them to the kitchen staff for preparation.
3. Confirming that the food items match the orders and delivering them at the tables, ensuring prompt service delivery.
4. Inquiring if the customers are satisfied, giving bills and processing payments.
5. Cleaning, clearing and organizing table condiments from time to time.
6. Wash and polish all operating equipment and cooking utensils and examine cleanliness before distribution.
7. Wash, disinfect, degrease, dry and polish all floor surfaces, walls, kitchen equipment and other equipment before, during and after each meal service and when required.
8. Proper utilization of organizational resources by keeping proper stock records and ensuring that there is no theft or wastage.
9. Attending regular meetings with restaurant and kitchen managers to find out about menu changes and menu specials.
10. Any other duty assigned by supervisor.

### **Qualifications and skills:**

- Certificate in Hospitality Management from a recognized institution or High School graduate with proven experience as a waiter/waitress.
- Must uphold strong Christian values be of unquestionable integrity.
- An active listener with a sharp memory, attentiveness, organized and with ability to multitask.
- Customer-oriented, friendly and loving, sensitive and responsive for the needs of dynamic guests from diverse backgrounds.
- Able to communicate well (oral and written) in English and Kiswahili.
- Have a very positive attitude and be flexible.
- Ability to work with little supervision and maintain a high level of performance.
- Prioritization, work with speed without compromising quality.
- Must have a certificate of good conduct.