



JOB DESCRIPTION

Job Title	Waiter
Management Level	Level 11
Department	Hospitality & Leisure Department
Reporting To	Officer, Restaurant & Bar / Designated Supervisor
Direct Reports	None

Overall Purpose:

To serve food and drinks to Club members and guests efficiently, courteously, and professionally, ensuring timely service, accurate order fulfilment, proper presentation, and compliance with established food service, hygiene, and safety standards.

Key Responsibilities

1) Food and Drink Service.

- Welcome members and guests and attend to their food and drink requirements.
- Take and accurately record food and drink orders.
- Serve food and drinks promptly and in accordance with established service standards.
- Ensure food and drinks are delivered to the correct member or guest and in the correct quantities.
- Serve food and drinks using appropriate service techniques and equipment.
- Check that orders are complete and properly presented before and during service.
- Clear used plates, glasses, cutlery and other service items promptly.
- Maintain efficient service throughout assigned service periods.

2) Customer and Member Service.

- Provide courteous, attentive and professional service to members and guests.
- Respond promptly to routine customer requests and enquiries.
- Provide accurate information on menu items and available food and drinks.
- Monitor assigned tables and anticipate routine service requirements.
- Handle routine service concerns courteously and refer complaints or non-routine matters to the designated supervisor.
- Maintain professional standards of personal appearance, conduct and communication.

3) Order Taking and Accuracy.

- Take orders accurately and communicate them promptly to the kitchen, bar or relevant service point.
- Confirm special requests and communicate them accurately to the appropriate personnel.
- Follow up on pending orders and communicate delays to members and guests where appropriate.



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- Verify that food and drinks served correspond with the order placed.
- Report incorrect, missing or delayed orders promptly.

4) Food and Beverage Presentation.

- Ensure food and drinks are presented in accordance with established service standards.
- Use appropriate crockery, cutlery, glassware and serving equipment for different food and drink items.
- Maintain appropriate table presentation throughout service.
- Ensure condiments, accompaniments and other required service items are available.

5) Table and Service Area Readiness.

- Prepare tables and assigned service areas before service.
- Ensure tables, chairs, crockery, cutlery, glassware and menus are clean and properly arranged.
- Maintain cleanliness and orderliness of assigned service areas during service.
- Replenish service items and consumables as required.
- Assist with service-area opening and closing activities.

6) Customer Requests and Service Support.

- Attend promptly to additional food and drink requests.
- Coordinate with the kitchen and bar to meet approved customer requirements.
- Escalate food allergies, special dietary requirements and other matters requiring specialist attention.
- Follow up on customer requests to ensure that they are satisfactorily addressed.
- Support colleagues during busy service periods to maintain continuity of service.

7) Food Safety and Hygiene.

- Comply with food hygiene, food-safety and occupational health and safety requirements.
- Handle food, drinks, crockery, glassware and serviceware safely and hygienically.
- Maintain appropriate personal hygiene and appearance.
- Follow established procedures for food allergens and special dietary requirements.
- Report spills, breakages, contamination risks, hazards and other safety concerns promptly.

8) Serviceware and Equipment Care.

- Use trays, service equipment, crockery, cutlery, glassware and other Club assets appropriately.
- Maintain proper care and safeguarding of assigned serviceware and equipment.
- Report damaged, missing or defective service equipment and items.
- Minimize avoidable breakages and misuse of serviceware and equipment.

9) Resource and Waste Control.

- Use food-service consumables economically and responsibly.



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- Minimize avoidable wastage of napkins, condiments, packaging and other service supplies.
- Return reusable service items to their designated locations after use.
- Report unusual wastage, shortages or losses to the designated supervisor.

10) Event and Function Service.

- Support food and drink service during Club functions, events and special occasions.
- Assist with setting up and clearing tables and function areas.
- Serve food and drinks in accordance with approved event requirements.
- Coordinate with the kitchen, bar and events teams to support smooth service.
- Assist with post-event clearing and restoration of assigned service areas.

11) Billing, Confidentiality and Compliance.

- Check bills and order details for accuracy where assigned.
- Handle payments, receipts or other financial transactions only where authorized.
- Safeguard cash, receipts and payment-related information where assigned.
- Maintain confidentiality of member, guest, payment and operational information accessed in the course of duty.
- Comply with Club policies, procedures, service standards and lawful instructions.
- Undertake other duties reasonably related to the position as assigned.

Key Measures of Performance

Key Result Area	KPI	Measure
Food & Drink Service	Service Efficiency	Timely and complete service of orders
Customer Service	Customer Satisfaction	Member and guest feedback
Order Taking	Order Accuracy	Correct orders recorded and served
Food & Beverage Presentation	Presentation Quality	Compliance with established presentation standards
Table Readiness	Service Readiness	Clean and properly prepared tables and service areas
Customer Requests	Service Responsiveness	Timely response to routine requests
Food Safety & Hygiene	Compliance	Food-safety and hygiene inspection results
Serviceware & Equipment	Asset Care	Proper use, care and availability of service items
Resource Control	Waste and Breakage Control	Avoidable wastage and breakages
Events & Functions	Event Service	Timely completion of assigned service requirements
Billing Support	Transaction Accuracy	Accuracy of assigned bills and transactions



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Minimum Qualifications & Experience

Requirement	Minimum Requirement
Academic Qualification	Post-secondary school Certificate in Food & Beverage Service, Hospitality, Catering, Hotel Management or a related field.
Professional Certification	Basic Food Hygiene/Food Safety training will be an advantage.
Professional Membership	Not applicable.
Food & Beverage Service	Knowledge of food and drink service procedures, service standards and etiquette.
Customer Service	Knowledge of customer-care principles, service etiquette and professional conduct.
Menu Knowledge	Knowledge of menu items, ingredients, accompaniments and common dietary requirements.
Food Safety	Knowledge of food hygiene, safe food handling and contamination prevention.
Table Service	Knowledge of table preparation, order taking, food and drink serving, clearing and resetting procedures.
Service Equipment	Knowledge of the safe use and care of trays, crockery, cutlery, glassware and other service equipment.
Billing & Payments	Basic knowledge of bills, receipts and payment procedures.
Health & Safety	Basic knowledge of workplace health and safety requirements.
Club Operations	Basic understanding of hospitality and Club food and beverage service operations.
Experience	1-2 years' relevant experience in food and beverage service, hospitality, a hotel, Club, restaurant or similar environment for advanced level.

Key Relationships

Internal	
Contact	Nature of Interaction
Manager, Restaurant & Bar / Designated Supervisor	Work allocation, service standards, reporting and operational guidance
Chef / Kitchen Team	Food orders, availability, special requests and service coordination
Pastry Chef	Coordination of dessert and pastry requirements
Bar Staff	Drink orders and service coordination
Events Team	Functions, events and special service requirements
Finance/Cash Office	Billing, payment and transaction matters where applicable
Stores	Service supplies and consumables where required
People & Culture	Training, development and employee matters



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Facilities Management	Reporting defects, hazards and facility-related concerns
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External

Contact	Nature of Interaction
Members and Guests	Food and drink service, customer care and routine enquiries
Event Partners/Caterers	Coordination of approved service requirements where assigned
Suppliers	Limited interaction regarding service requirements where authorised

Agreed and accepted by:

Job Holder Signature	_____ Date: _____
Line Manager Signature	_____ Date: _____
HR Manager Signature	_____ Date: _____
General Manager Signature	_____ Date: _____