

**OCCUPATION: Waiter (supervisor) (Equivalent to ANZSCO Skill Level 4)**

**Reports to:** Duty Manager or Manager

**6-digit Code:** 070499

**Position Description:** The position is within a food and beverage premises that may or may not be licensed to serve alcohol, or larger business with a food and beverage division. The position reports to a manager, such as a hotel duty manager, restaurant manager or similar manager (including owner-manager) depending on the scale of the business. The position is responsible for ensuring customers are served in a professional and timely manner, including exercising patron care. The role is responsible for supervising one or more other food and beverage wait staff at any one time and for training wait staff at a lower level.

**Main Duties and Tasks (may include but not limited to):**

- report to manager on duty or equivalent senior management or venue owner, assist in rostering of staff
- supervising and training food and beverage attendants at a lower level
- responsible for the front of house dining room or catering function
- taking reservations, greeting, seating guests and presenting them with menus and beverage lists
- assist manager on duty or equivalent management or venue owner with end of shifts (afternoon or night) reconciliation of transactions
- receipt and dispensing of all monies
- banking of cash and ensure the till is adequate for change
- coordinate and manage stock take
- setting and arranging tables
- taking orders and relaying them to kitchen and bar staff
- serving food and beverages
- opening bottles and pouring beverages
- clearing tables and returning dishes and cutlery to kitchen
- removing empty bottles and used glasses from tables, and refilling and replacing glasses
- collecting payments for sales and operating point of sales machines and cash registers
- may recommend wines to complement food.