

## Senior Waitress, Tema

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Company: BusinessGhana

Location: Tema

Category: other-general

Proven work experience as a Waiter or Waitress  
Hands-on experience with cash register and ordering information system (e.g. Revel POS or Toast POS)  
Basic math skills  
Attentiveness and patience for customers  
Excellent presentation skills  
Strong organizational and multitasking skills, with the ability to perform well in a fast-paced environment  
Active listening and effective communication skills  
Team spirit  
Flexibility to work in shifts  
High school diploma; food safety training is a plus

Greet and escort customers to their tables

Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)

Prepare tables by setting up linens, silverware and glasses

Inform customers about the day's specials

Offer menu recommendations upon request

Up-sell additional products when appropriate

Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization

Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages

Communicate order details to the Kitchen Staff

Serve food and drink orders

Check dishes and kitchenware for cleanliness and presentation and report any problems

Arrange table settings and maintain a tidy dining area

Deliver checks and collect bill payments

Carry dirty plates, glasses and silverware to kitchen for cleaning

Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)

Follow all relevant health department regulations

Provide excellent customer service to guests

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