



Waiter/Waitress Job Description

Phnom Penh, 9 February 2022

PAVILION is a 36-room boutique hotel located in the centre of Phnom Penh, managed by MAADS. PAVILION caters mainly for Western guests. It is located a few blocks from Phnom Penh's most visited areas.

Job Summary

Welcome guests at PAVILION poolside bar/restaurant, take their orders and serve breakfast, lunch, dinner and drinks. Provide excellent service to ensure that all guests are enjoying their dining experience.

Detailed responsibilities

- o Always greet the guests with a warm smile and sympathy.
- o Escort the guests to their tables, at all times ensure good guests relations, assisting the guests in any way.
- o Always write orders in captain-order and repeat the whole order to the guests before leaving the table.
- o Serve the breakfast, lunch, dinner and drinks in a discreet and courteous manner.
- o Serve orders to women first then to men starting by the older ones.
- o Every five minutes go outside to clean up after guests and ask guests regularly if they need anything.
- o Describe the menu to guests, detailing composition of the dishes, recommend dishes when requested.
- o From time to time, check with guests if there is anything else they wish to order (drinks, deserts...).
- o Ask guests at the end of the meal if they have enjoyed their meal.
- o Ensure that tables are clean as soon as the guests have finished their meals or drinks.
- o Always adjust speed, yet allowing customers to finish their meals without feeling rushed.
- o Remove all dirty dishes from tables and the counter, take them to the kitchen.
- o Ensure that the guests are correctly charged, present them the bills and charge accordingly.
- o Prepare the bar for the next shift: report any issues, follow-up F&B orders for the next morning.
- o Handover to following shift sale & petty cash, printout shift sale report.
- o Perform night audit from the bar computer Point of Sales.
- o At the end of the day, collect all cushions from armchairs and table runners, place them away from rain.
- o Bring garbage outside to garbage room, using the cart after making sure there is no guest around.
- o Prepare and serve complimentary and welcome drinks at reception.
- o Maintain clean at all times any place where food is served.
- o Keep your voices low with other service staff and do not use cellphone while working.
- o At all times wear uniform (closed shoes for men) and name-tag, maintain the highest standards of hygiene.
- o Make sure music is at right volume and on the proper channel.
- o Immediately report to reception on Maintenance any equipment not working.
- o Attend required job trainings.

Stock and orders

- Receiving laundry: count and check one by one the quality of washing & ironing, separate the bad.
- Report to supervisor any item that needs to be returned.
- Ensure linen, table runners, crockeries, food supply, etc. are clean & stored properly on the shelves.
- Ensure that ice creams and beverages are stored in proper section of the refrigerators.
- Use the food items always respecting the principals of 'first in, first out'
- Organize the refill all food supplies before they finish.
- When receiving orders check the invoices, order lists and all received items.
- Immediately inform supervisor if some item is missing or if there is any mistake in the delivery/pricing.
- Maintain accurate food & beverage inventories.
- Every Wednesdays perform deep cleaning of bar area, stock rooms and all equipment.

Profile

- Enthusiastic excellent customer service skills.
- Capable of maintaining high personal hygiene.
- Successful previous experience in a similar position is preferable.
- Social and good at team working.
- Honest, dedicated and motivated.
- Flexible with schedule and able to work under the pressure.
- Good spoken English and excellent communication and listening skills.
- Chinese is a plus.

Report

- To PAVILION General Manager.

Schedule

- As necessary, with a minimum of 8 hours, 6 days per week.

Conditions

- Based in Phnom Penh at PAVILION hotel.
- Local contract, with a probationary period of 3 months.
- Beginning of contract desired: as soon as possible
- Salary will be discussed during the interview.

Application

- Closing date: 9 March 2022.
- Only shortlisted candidates will be contacted.
- Only locally present candidates will be considered.
- Please send CV and cover letter to Pavilion: nassiba@thepavilion.asia