

## Job Description

<b>Job title</b>	Service Crew
<b>Job level</b>	Non-Executive
<b>Department</b>	F&B
<b>Location</b>	Orchard / Sembawang
<b>Reporting to</b>	Restaurant Manager
<b>Overall Job Objectives</b>	Responsible for ensuring and maintaining high level of customer satisfaction and attend to customer issues promptly, to provide excellent service standards at all times, and to ensure courteous and efficient service to the customers.
<b>Core Responsibilities</b>	<ul style="list-style-type: none"><li>• Be proactive and vigilant in service.</li><li>• Interact with customers in a pleasant and calm manner.</li><li>• Handle table reservations.</li><li>• Greet all customers by name warmly, with an appropriate greeting.</li><li>• Keep updated on current menu (e.g. specialties, menu deviations, to be aware if kitchens staff are running out of items, etc.)</li><li>• To take orders – Present menu, suggest and recommend items appropriately, assist in drink selection, inform customers about food preparation details, and communicate specific customer needs to chefs.</li><li>• Maintain proper dining experience – Delivery items promptly, fulfill customer needs, clear tables, refill glasses, offer desserts and drinks, bid a fond farewell to customers, etc.</li><li>• To attend and respond to the customers' needs promptly and professionally.</li><li>• To present bills to the customers, collect payment and give to the cashier, return change or credit card to the</li></ul>

customers.

- To comply with grooming and appearance standards at all times.
- To prepare the F&B outlet for daily operations. This includes but is not limited to the following:
  - Prepare table, lay out napkins and utensils.
  - Ensure condiments are refilled.
  - Perform all other preparation tasks.
  - To perform general housekeeping and cleaning duties, including sweeping, mopping, cleaning glasses, furniture & fittings and laying of tables etc.
- Any other appropriate duties and responsibilities as assigned.

### **Job Specifications**

- Strong communication skills with good customer service skills.
- Pleasant personality and well-groomed.
- Relevant experience will be an advantage
- Ability to work independently and in a team
- Physically and mentally fit and able to work in a fast paced and demanding environment
- Willing to work shifts, weekends and public holidays

### **General Performance Expectations**

- To achieve 100% customer satisfaction with regards to service provided.
- Key improvement in customer feedback.