



Waiter/Waitress

Job Description

Siem Reap - December 2019

TEMPLATION is a 49-villa resort opened in 2016 next to Angkor Archeological Park and bearing a strong environmental consciousness. Our guests have an interest in exploring the local culture, history and are conscious about the nature and wellbeing.

The brand is scheduling the opening of several new hospitality businesses, including several hotels, a residence, restaurants and a hotel school. Further developments are planned for the foreseen future, with some boasting strong wellness components. Organic products are currently being considered to sustain the brand positioning. Templation ambitions to drive-up its services and the overall experience of its guests, while developing the competences and careers of its teams.

Templation designated properties are operated by Maads (see www.maads.asia for more details).

Job Summary

The waiter/waitress is responsible for serving food and beverages in the designated areas in a most courteous and efficient manner; in accordance with tasks and descriptions but also with reference to established rules and policies.

Detailed Responsibilities

Customer Service

- Always greet the guests with a warm smile and escort them to their tables.
- Ensure the guest feels important and welcome.
- Be well versed with the menu, method of preparation and accompaniments to give explanations and to be able to make suggestions.
- Be fully conversant with all services and facilities offered at the hotel.
- Check guest satisfaction and attend to guest requests or inquiries at all times.
- Be attentive when guests or colleagues require assistance.

Operations

- Clean agreed designated areas, in accordance with procedures, morning/evening routines and hygiene requirements.
- Ensure working stations are adequately stocked with replacement cutlery, linen or other established needs.
- Set tables to defined standards ensuring that all items used are clean, undamaged and in good condition.
- Prior to service start, check with kitchen that all dishes are available.
- Take orders in a timely manner, repeat order if needed.
- Ensure order is correct when picking up dishes in the kitchen.
- Serve food and beverages in accordance with defined standards, but above all in a professional and courteous manner.
 - Serve orders to women first then men, always serving the oldest first, youngest last.



- Clean tables and ensure they are cleaned as soon as it is apparent that customers have finished their food or drink with an acceptable balance between speed, yet allowing customers to finish their meal without feeling rushed. Note:
 - For Western guests, wait until everyone finished eating before removing the plates.
 - For Asian guests, the plates can be removed before everyone has finished.
- Transport soiled dishes from the dining room to the kitchen and deposit them in the proper placing at the steward area.
- Ensure the items charged are correct, present the bill and take payment from the customer.
- Print all invoices and daily sales report, and cash up as per property policy.

General

- Have complete knowledge of the Hotel's policies (fire, security, handbook, etc.).
- Have complete knowledge of the Hotel's quality and service standards, departmental procedures.
- Attend all training sessions scheduled by the management.
- Always keep a very good and professional attitude towards all colleagues.
- Maintain excellent grooming standard at all times.
- Report accidents, injuries and unsafe work conditions to supervisors.
- Occasionally perform other duties and assist with special projects as assigned.

Profile

- Experience as waiter preferred
- Good spoken English and excellent communication and listening skills.
- Must be able to work in a team, flexible hours and weekends.
- Must have enthusiasm and possess excellent customer service skills.
- Honest, dedicated and motivated.

Conditions

Working hours: as per weekly schedule, 8 hours work per day, 6 days per week.

Salary & Benefits: will be discussed during the interview.

Closing date: **31st January 2020**

Please send CV (2 pages max) and cover letter to hr@templation.asia
www.templation.asia

Please note only locally present Cambodian nationals and shortlisted candidates will be contacted.