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Waitress Job Description

A waitress is also known as a wait staff or server. The waitress attends to customers to take their orders and service their meals to ensure they have a positive dining experience.

Main Job Functions and Duties

- Take food and drink orders from customers in a restaurant or other type of dining business
- Serve food and beverages according to customer requests/order
- Ensure customers have everything they need for an enjoyable meal.
- At the end of the meal, the server presents the bill to the customer, collects money or credit card and returns with receipt to sign or change.

Greeting and Taking Customer Orders

- Welcome customers and distribute menus if not on the table
- Describe any daily specials or explain any changes to the menu (opportunity to up-sell)
- Take drink orders to prepare while customers take time to review menu
- Deliver drinks to table and take customer orders
- Give customer orders to kitchen
- Retrieve order from kitchen and deliver to customers
- Check if anything else is needed before moving to next customer

Customer Service During and After Meal

- Check back within first minutes after meal delivered to inquire if everything is to customers' liking
- If there are issues with the food or drinks, remedy immediately to ensure customer satisfaction
- Check on customers several times during meal to inquire if they need drink refills or anything else
- Once customers are finished with meal, inquire if dessert, drink refills or other drinks are desired (opportunity to up-sell)
- If not, tally up bill and present to customer with a friendly thank you

General After Meal Procedures

- Remove meal plates and used utensils (unless restaurant has someone busing tables)
- If customers desire more food and drink, take order recognizing opportunity to up-sell, especially alcoholic drinks
- Give dessert order to kitchen
- If drink refills and/or new drinks are required, attend to those and deliver to customers' table
- Retrieve dessert order and deliver to customers

Final Processes

- Tally up itemized check while customers finish meal.

Once customers are finished with meal, double-check if anything else is desired and if not, present ticket for meal, collect payment and take to cashier.

- Return to table with receipt, return credit card or change
- Clear table, replace placemats, silverware, napkins and any condiments in preparation for next customer

Legal, Rules and Regulations

- Legal drinking age for alcoholic beverages must be verified with a valid driver's license or photo ID
- Adhere and follow safe food handling, handwashing and all rules/ regulations set out by Health Department

Company Policies, Practices and Procedures

- Attendance required for scheduled team and shift meetings
- Must be able to work assigned shifts and be flexible to shift changes
- Must be able to be on feet for long periods of time
- Must be able to read and write
- Must maintain good hygiene
- Clothing and shoes should meet company dress code
- Must be state's legal age for serving alcoholic beverages
- Required to train new food servers as needed
- Follow all company policies, practices and procedures in employees' handbook