



## WAITING STAFF

The Marcliffe Hotel & Spa, one of Scotland's finest luxury and elegant five-star Scottish country retreats has a new and exciting opportunity for Waiting Staff to join the family friendly exclusive hotel.

With its warm ambiance and picturesque setting on the outskirts of the historic city of Aberdeen. The Marcliffe hosts 40 bedrooms, function suites ranging from 350 to smaller, private dining and a fine dining restaurant. The hotel offers vast opportunities for clientele to enjoy some of Scotland's finest local delicacies in addition to activities such as world-renowned golfing, fishing and famous whisky trails.

### The Role

Waiting Staff provide a warm welcome to guests coming to dine at the hotel. Through presenting and discussing the menu with guests, waiting staff make recommendations for food and drinks. In collaboration with the kitchen and Bar staff, the highest quality drinks and food are prepared then served to our guests, providing an exquisite meal and dining experience at the Marcliffe Hotel.

### Responsibilities

- Greets guests and present them with the menu.
- Inform guests about the special items for the day and menu changes if any.
- Suggest food and beverages to the guests and also try to upsell.
- Take food and beverage orders from the guests.
- Obtain revenues, issuing receipts, accepting payments, returning the change.
- Perform basic cleaning tasks as needed or directed by Management.
- Filling in for absent staff as needed.
- Communicate to the guests and provide assistance with their queries.
- Co-ordinate with the kitchen staff, bar staff to ensure smooth operation and guest satisfaction.
- Serve food to the guests as per the course of order.
- Observe guests and ensure their satisfaction with the food and service.
- Open and pour wine at the tableside.
- Be knowledgeable of Food Safety Standards.
- Adhere to grooming and appearance standards consistently (uniform provided).

### The Person

- Be passionate about food, beverage, and customer service, seeking to ensure that the highest standards are met at all times.
- Customer service focused with ability to relate well to all hotel guests and employees.
- Driven, charismatic, passionate, and proactive with a hands-on approach.
- Personable, highly empathetic, self-motivated, and able to work independently.
- Excellent communication and the ability to work well with others in a team.
- Strong organisation time management skills, attention to detail.
- Professional in demeanour and presentation.
- Tenacious with ability to multi-task, prioritise and work under pressure.
- Adaptable, innovative, and flexible to business demands
- Operate effectively in a fast-paced environment and make informed and considered decisions.
- Good command of the English language is essential, both written and verbal.

### **Knowledge & Experience**

- Minimum of 1-2 years' experience working in a Bar.
- Good command of the English language is essential, both written and verbal
- Personal licencing laws and regulations.
- Sound knowledge of food, wines and spirits.

### **Salary & Benefits**

- £10.30-£11.00 per hour
- Gratuities
- Employee discount
- On-site parking
- Training & Development Opportunities

Must be able to work shifts - days, evenings, weekends and holidays.

*All candidates must have the right to unrestricted employment in the UK and hold a valid National Insurance Number and UK bank account. Your information will never be shared with any third parties and will only be used for the purpose it is intended.*

**Please submit your full CV and covering letter to [personnel@marcliffe.com](mailto:personnel@marcliffe.com)**