


*Spier attracts good people who love what they do, who want to make a contribution and be part of a team that shines. Our business is warm, full-hearted, open and supportive – thanks to our people. If integrity, pride and good wine matter to you, you might just have found your place in the sun - on our farm.*

**TEAM OPENING: Hotel Restaurant – Garden Room Waitron - Seasonal**
Serve food and beverages with energy, efficiency and enthusiasm, cleaning and polishing cutlery, crockery, glassware and restaurant surrounds. Recommend, up-sell food and wine with confidence and enthusiasm. Demonstrate service excellence and an exciting food-and-wine experience to guests while maintaining a positive work environment.

## Key responsibilities

- Serve food and beverages with energy, efficiency and enthusiasm - service with a smile
- Up-sell food and wine with confidence and enthusiasm to convert visitors to being Spier brand ambassadors.
- Clean and polish cutlery, crockery, glassware and restaurant surrounds.
- Ensure the pool set up is complete and according to department standards
- Maintain cleanliness of the Restaurant service area and its surroundings
- Proactively promote all other Spier experiences on site and be knowledgeable about what we have to offer.
- OE, stocktaking, other ad hoc requests as required, ensuring optimum service delivery at all times.
- Use MICROS system competently and follow departmental procedures correctly.
- Report complaints and/ or any incidents to management promptly, helping to find solutions where possible.
- 'Live and breathe' the ethos of Spier, inspiring a passion for - and sharing knowledge of - sustainable living, great food, wine and hospitality.
- Convert that passion into action by providing service excellence and an exciting food-and-wine experience for guests.
- Maintain a positive work environment through compliance with quality and operational standards and great teamwork.
- Cross flex interdepartmentally when required operationally
- Ensure that the service area is clean and tidy at the end of each shift and according to departmental standards.

## Knowledge, skills and qualities

- At least one year's experience in a similar customer service role.
- Experience of customer service in any form is an advantage.
- Literacy and Numeracy essential.
- Excellent verbal communication skills (English), other

language(s) desirable.

- Knowledge of Health & Safety and Hygiene Standards necessary.
- Able to function under pressure and be self-motivated.
- Able to deal with people at all levels with confidence and ease.
- Knowledge of Micros (or similar) system useful.
- Exude friendliness and a welcoming disposition.
- A committed team member, willing to cooperate with others.
- A vibrant and responsible approach with a cheerful and
- service-oriented outlook.

Candidates must have valid South African identification and a clear criminal record.

*At Spier our focus is on being regenerative in every way. When it comes to people, this means being able to reinvigorate and refresh your energy in a way that's infectious and rubs off on people around you.*