



FRONT OF HOUSE WAITER

LA RESIDENCE  
FRANSCHOEK



THE ROYAL PORTFOLIO



## SCOPE & GENERAL PURPOSE

The FOH Waiter at La Residence manages and controls the daily operations of the Front of House Department. They ensure that the Front of House standards of The Royal Portfolio are met, in order to contribute to the purpose of the company, *“To give our guests a complete experience and a perfect stay.”*

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## MAIN DUTIES & RESPONSIBILITIES

- Service of food and beverage in Dining Rooms, pool areas and all outdoor service areas, as well as set up and clearing away
- Greeting guests warmly with a fresh posy and welcome drink on arrival
- Ensure all FOH Waiter duties are carried out according to daily checklists
- Ensure FOH areas are clean and tidy during shifts and before leaving your shift
- Understand and communicate daily menu, have up to date knowledge of the menu and wine lists
- Upsell at every opportunity (food, beverage, cigars)
- Performing each duty as per the company’s standard operating procedures
- Preparation and service of all beverages
- Ensure all orders are passed on to the kitchen as quickly as possible
- To ensure all food send from the kitchen is up to standard
- To keep up to date with all industry trends and speak to management about any possible improvements
- Assist with all service, set ups and breakdowns of functions and returning of service providers’ stock

## REQUIREMENTS, QUALIFICATIONS & EXPECTATIONS

- Must have at least 2 years’ experience in a 5\* Hotel as a Waiter
- Exceptional food and beverage knowledge, preferably with additional industry certifications
- Demonstrated excellent written and verbal communication skills
- Proven job reliability, diligence, dedication and attention to detail
- Must be flexible with working nights, weekends, and holidays
- Knowledge of the Property Management System at Operator Level - Opera & Micro’s; computer literate with working knowledge of Microsoft Office - Word, Excel and Outlook
- Ability to work in the Franschhoek valley, preference will be given to candidates who live locally

Find out more about working at The Royal Portfolio on our [Career page](#) and apply via our [Candidate database](#).

It is important that the candidate is able to work as part of a team and is a good cultural fit for The Royal Portfolio.

South African citizenship is advantageous. A valid work permit is essential if you are not in possession of a South African ID document.

All new appointments at The Royal Portfolio's properties will need to show proof of vaccination against Covid19.

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## CONNECT



[Facebook](#)



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At the Royal Portfolio we are passionate about our guest experience. In order to achieve our Purpose, we seek to employ exceptional individuals whose personalities reflect our Purpose & Values

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### PURPOSE & VALUES

To give our guests a complete experience and a perfect stay

### GUESTS

To be welcoming, genuine and warm  
To provide value and superior, personalised service  
To create an environment of relaxation and enjoyment

### STAFF

To have a culture of mutual respect, trust and integrity  
To recognise, reward and uplift  
To have passionate and expert staff

### COMPANY

To be financially sustainable  
To uplift local communities  
To promote conservation and protect the environment

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### ABOUT THE ROYAL PORTFOLIO

The Royal Portfolio is a collection of luxury hotels in iconic South African destinations including Royal Malewane in the Greater Kruger National Park, Birkenhead House in the whale watching paradise of Hermanus, La Residence in Franschhoek and The Silo Hotel in a converted grain silo in Cape Town's V&A Waterfront.