	No.7 RESTAURANT ADVERT	Posted January 28, 2019
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Position	Front of House Server
Department	Social Enterprise No.7 Restaurant
Line Manager	Restaurant Manager

About the No.7 Restaurant

No.7 is a Restaurant with a difference. Based at the Kick4Life Centre in Maseru, the capital city of Lesotho in Southern Africa, we offer great food in a friendly environment with stunning views across the city. All of our profits are pumped back into Kick4Life’s charitable work. What’s more, our staff team includes former participants that have undergone a structured training program aimed at developing skills for a successful career in the catering and hospitality industries.

As well as the restaurant, No.7, which is linked to our Inn & Conference Centre, runs a catering service for a wide selection of internal and external events from conferences and team-building days to dinner parties and weddings. We can seat over 100 people at one time with indoor and outdoor seating areas. The outdoor area includes 2 wood burners and a braai. Our cuisine is a freshly prepared menu that expresses a European style with a Lesotho touch.

Objective of the Role

To provide excellent and consistent customer service delivery to all patrons of the No.7 Restaurant and ensure that all dining spaces are maintained, cleaned and kept service-oriented at all times. A core responsibility of this position is to ensure extensive knowledge of the No.7 and other Kick4Life social enterprise brands in order to help tell Kick4Life’s story and ensure daily practices align.

Other key responsibilities include: customer service delivery; cleaning & floor control; administration & inventory control support; and other special duties related to organizational and social enterprise development support.


Main Accountabilities

Area 1: Customer Service Delivery

- 1.1 Receive customers, take orders and deliver food and beverages
- 1.2 Provide excellent customer service delivery at all times, attending to customers for the duration of their stay
- 1.3 Remain current with and possess an excellent knowledge of all of No.7 and the Inn & Conference Centres’ products, services, menus and specials and actively upsell, provide menu recommendations to and answer questions for our customers
- 1.4 Learn K4L programming & SE brand and be in a position to communicate their messaging accurately and effectively to patrons and visitors
- 1.5 Respond in a timely manner to all customer queries or requests
- 1.6 Train new staff on best practice as requested
- 1.7 Communicate orders effectively to the back of house, according to standard practices
- 1.8 Conclude walk-in customer payments in a timely and professional manner
- 1.9 Work with Restaurant Management to review daily specials and learn from customer feedback for improved menus and customer service delivery

Area 2: Cleaning & Floor Control

- 2.1 Hold extensive knowledge of No.7’s sanitation and hygiene best practices and ensure adherence to all in the front of house – indoor and outdoor areas – as well as store rooms
- 2.2 Conduct daily cleaning duties thoroughly and according to established schedules
- 2.3 Ensure that all areas of service, as well as tables, are clear and presentable at all times
- 2.4 Prepare indoor and outdoor restaurant spaces with special attention to sanitation and order
- 2.5 Check dishes and kitchenware for cleanliness and presentation and report any problem
- 2.6 Assist in controlling operational costs and identifying measures to cut wastage

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- 2.7 Ensure all equipment is used according to best practice and preventatively maintained
- 2.8 Check stock levels and report to management when re-orders are needed
- 2.9 Provide support in set up and clean up before and after special events and conferences
- 2.10 Ensure that all practices around presentation, hygiene and cleanliness are maintained to the No.7 standard when delivering catering off-site

Area 3: Administration & Inventory control support

- 3.1 Provide administrative support for the restaurant as required by Restaurant Management
- 3.2 Take accurate food and drinks orders, using the point of sales system (POS) according to best practice
- 3.3 Maintain information in the POS System accurately
- 3.4 Work cooperatively with all team members to support the achievement of work plan activities designed to achieve identified goals and objectives

Area 4: Special duties

- 4.1 Understand and adhere to all Kick4Life policies and procedures, helping ensure compliance across the department
- 4.2 Support in the development and implementation of professional development activities and trainings
- 4.3 Assist in developing systems for broader SE integration, operational improvements and business growth
- 4.4 Support in tour operations and other special activities, as requested by Senior management

Qualifications and Experience

- Diploma in Business Administration, Hospitality Management or related fields preferred
- Food handling /safety & hygiene certification a plus
- Experience with bookings and/or point of sale systems or a similar computerized point of sale system preferred
- Previous experience working in the hospitality industry is a bonus, particularly in customer facing roles (ie as a waiter, or front desk/ customer service agent)
- Flexibility to work in shifts and on evenings, weekends and holidays is essential

Work-based Skills and Competencies

- Excellent customer service delivery and verbal communication skills essential
- Passion for providing world-class hospitality
- Extensive food and beverage knowledge, with ability to remember and recall ingredients and dishes to inform others
- Demonstrated aptitude in decision making and problem solving
- Proven ability to be highly organized and to prioritize tasks aligned with enterprise objectives
- Proven ability to work independently and complete tasks to a high standard in fast-paced environments
- Track record of working with integrity and honesty, showing an ability to keep information confidential
- Demonstrated ability to work well within teams

How to Apply:

If you meet the requirements and are motivated to work helping others in a multicultural environment, please send a CV and Cover Letter explaining your motivation and fit for the role to hr@kick4life.org
Please note that only applications received via email will be considered.

Closing Date of applications is 11th February 2019 by 12:00 pm

If you have not heard from us within two (2) weeks of the closing date, please consider your application to be unsuccessful. Remember, we will only contact applicants who have been shortlisted for interview and will not be able to provide feedback to those who have not been shortlisted, due to the sheer volume of applications.