

Lincoln's Inn



Job Description

Job Title: MCR Server

Department: Catering

Reporting to: MCR Manager/MCR Assistant Manager

Responsible for: N/A

Post Objectives

To provide excellent service to all members and their guests in the MCR and across the Inn when serving food and beverages. Interact with all members and their guests providing the highest possible standards.

Main Duties

The following list of duties is indicative of the nature of the post. Priorities, time-scales and standards will be set in agreement with management, recognising the level of professional competence of the post-holder.

1. To greet members and their guests, contribute to a welcoming and relaxed atmosphere.
2. To provide a prompt service. Ensuring customers receive the highest standards of customer when receiving their food and beverages.
3. Have a thorough knowledge of the drinks and food menu and be able to upsell.
4. Taking food and beverage orders from customers and serving drinks as requested. Paying attention to detail, satisfying member's requests in a timely manner and make drinks recommendations as per guests' preferences.
5. Competently advise guests on the menu paying particular attention to allergens.
6. Mise en place and bar and terrace service stations.
7. To be responsible for presenting, collecting bills and ensuring that payments are charged correctly.
8. To demonstrate flexibility and ability to work shifts
9. To help, when necessary, behind the bar.
10. Ensure the upkeep and cleanliness of the MCR bar and service area. Maintaining agreed standards of care, hygiene and cleanliness by following cleaning schedules.
11. A confident team player with the ability to communicate positively, both with customers and colleagues.

Occasional Duties

12. Attend training courses and departmental meetings as required.
13. Undertake other reasonable duties, as requested by management.

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Person Specification

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Skills, knowledge & attitude required

- You will be able to demonstrate knowledge of the catering industry and have at least 1 year of previous experience in a restaurant environment.
- You will be flexible in your approach to work and be willing to adapt to changing circumstances.
- Experience of cash handling.
- Excellent interpersonal skills and verbal communication.
- Attention to details
- Desirable: Food Safety and Hygiene training
- Able to demonstrate honesty and integrity in everything you do

As the successful candidate you are expected to adhere to the following values:

- A confident team player with the ability to communicate positively, both with customers and colleagues.
- Be able to bring a fresh approach to daily routines.
- You will approach the job with enthusiasm, be positive and helpful
- You will work with your colleagues, to bring the best out in each other and form a great team.
- You will recognise and respect we are all different, have different values and experiences.
- You will work hard and be positive in all you do and use your initiative and always aiming to improve your skills. You will turn each challenge into a positive result.
- You will continue to aim for the highest standard of customer service and ensure you and your colleagues go the extra mile.
- You will have a sense of pride for the job and organisation.