

## OUR CULTURE

At The Club, we place great value on our sense of community, which we believe distinguishes us from other facilities. We aim to create “a home” where our Members can come together and feel a true sense of belonging. Maintaining strong mutual respect between our Members and staff is essential to us.



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We all share the responsibility of fostering a diverse, inclusive, and accountable environment where employees at The Club, regardless of their backgrounds or lifestyles, feel valued, respected, and supported. We seek to recruit individuals who are passionate about their work and committed to elevating The Club’s service standards as we uphold to create a workplace where everyone is encouraged to be authentic and grow together as a team.

If you believe you are who we are looking to join The Club family, you may send your CV to [careers@the-club.com](mailto:careers@the-club.com).



## **FOOD & BEVERAGE SERVER / WAITER / WAITRESS**

### **Reporting to:**

Outlet Supervisor

Outlet Captain

Assistant F&B Manager

F&B Manager

### **Role Overview:**

To deliver dining and entertainment experiences that meet or exceed Member's expectations.

### Your work will include but may not be limited to the following:

- To achieve & practice The Club's 'Food & Beverage's AAA Training Program.
- Follow Food & Beverages Outlet Standard Operating Procedure.
- Through your member focused mind and courteous attitude you guarantee and 'go beyond' what is required in providing 'excellence' in food and beverage service.
- As a devoted hospitality professional, you work with pride and integrity in all areas of the outlet/banquet operation and service delivery.
- You strive towards anticipating, meeting and excelling member expectations. You promote teamwork and an enjoyable atmosphere amongst your colleagues and you always find new ways to improve our members' experience.
- Your efforts, dedication and mere presence ensure the profitability of our Club since you are the reason our members return, time after time.
- Service of Food & Beverage to the Members/Guests in a friendly & courteous manner in all restaurants or bars.
- To provide efficient, expedient & courteous service to the Members/Guests leading to total members & organization satisfaction.
- Follows HACCP Standards.
- Is responsible for cleanliness, maintenance & upkeep of all equipment, furniture & side stations
- To check all glasses, crockery & other items needed before putting them in use. To be responsible-minded for the breakage & loss of such items.
- To lay up tables, public room, and side stations; following the instructions of his/her superiors & according to The Club's standards. To clean all seating furniture if needed or when an emergency arises. To ensure that all items required for the set-up of each table are clean, unspotted & in place.
- To be courteous, warm, and smiling while dealing with members/guests. Be efficient, fast, and serve with confidence and flair.



- Must be familiar with all menu items, their preparation & service procedure.
- Make sure that all food & beverage items are according to the menu & list specifications, properly presented & be of the correct temperatures before being served.
- To carry out all side jobs as assigned to all service staff on a fair rota basis
- To listen to member/guest complaints. Rectify wrongdoings & any guest demands. Inform the Supervisor/Captain of all complaints
- To follow any other duties directed by the Management / Supervisor

Other duties deemed to be essential and fundamental to the operation of The Club's policies Essential function of individual positions within the classification may differ. Your Manager may assign reasonable related additional duties to employees consistent with our policy.

### **The Club Values**

- Member Focus – We will continually seek to improve the members' experience by anticipating their needs and exceeding their expectation
- Teamwork – Together as one Team we are committed to openly communicate, support, respect each other, develop and maintain a team spirit to reach our common goals.
- Excellence / Quality - We provide innovative and diverse facilities in a safe, well-maintained environment ensuring service levels are of the highest quality.
- Integrity – We act with honesty and sincerity in everything we do. We say what we mean, do what we say and build confidence in our Team.
- Profitability – We set out to meet and exceed our financial goals and we grow our business by pro-actively looking for sales opportunities

