

Position Description

Main Purpose of Role

Title	Section Waiter	Date Prepared	19/05/2026
Reports to	Venue Manager	Approved by	HR

To deliver professional, attentive, and seamless table service, ensuring guests receive a high-quality and memorable dining experience.

Key Responsibilities

General

- Deliver consistent service standards
- Maintain awareness of section and guest needs

Service Responsibilities

- Take and deliver orders accurately
- Maintain service sequence and timing
- Provide menu guidance and upselling
- Maintain section cleanliness and readiness

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
Service Operations	• Section/service area is fully prepared and service-ready prior to opening • Smooth, coordinated service flow across your sections during peak periods • Orders taken, delivered, and executed with minimal errors • Effective pacing, timing, and communication between kitchen and floor
Guest Experience	• Consistently delivers exceptional, personalised guest experiences • Anticipates and responds to guest needs proactively • Positive guest feedback, reviews, and repeat visitation • Professional handling of guest feedback and service recovery
Team Collaboration	• Positive feedback from managers on reliability, skill development, and teamwork. • Demonstrates leadership potential and supports junior staff effectively.
Product Knowledge & Service Execution	• Demonstrates accurate and confident menu and beverage knowledge • Provides informed recommendations and upselling where appropriate • Maintains precision in order taking, service sequence, and delivery • Ensures all food and beverage is presented to Infinity standards
Compliance	• Compliance with (including but not limited to): • Full adherence to WHS, RSA, hygiene, and venue standards • Maintains clean, organised, and service-ready stations at all times • Follows all Infinity / Trippas White policies and procedures
Professional Standards	• Maintains impeccable grooming and presentation standards • Demonstrates punctuality, discipline, and accountability • Upholds the values and service philosophy of Infinity by Mark Best • Maintains composure and professionalism in high-pressure environments

Competency Expectations -Infinity by Mark Best
Role Focus – Section Waiter

1. Guest Experience

- Ensures all guests receive exceptional service
- Manages guest feedback and communicates any issues with management
- Delivers food and drinks accurately and efficiently
- Maintains awareness of service timing

2. Advanced Product Knowledge

- Demonstrates high-level menu and beverage knowledge
- Provide menu guidance and upselling

3. Service Flow & Organisation

- Take and deliver orders accurately
- Supports smooth delivery from pass to guest
- Maintains clean and stocked service stations

4. Quality & Attention to Detail

- Ensures correct dishes are delivered to correct guests
- Maintains Infinity service standards consistently
- High standards of table maintenance
- Following the Infinity by Mark best sequent of service.

5. Teamwork & Communication

- Communicates clearly with kitchen and floor teams
- Follows direction promptly and accurately

6. Professional Conduct

- Well presented, punctual, and reliable
- Maintains composure and urgency during service

7. Learning & Development

- Actively builds menu knowledge
- Demonstrates improvement in speed and confidence

Acceptance

I, _____, have read and understood the responsibilities contained within this document.

I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____

DATE: _____