

Bramleys Restaurant AA 1Star Rossette – The Orchard Hotel

Waiter / Waitress Recruitment Pack

Job Advert

Join the Team at Bramleys

At Bramleys Restaurant, we believe dining is about more than great food—it is about creating memorable experiences through exceptional hospitality.

Located within The Orchard Hotel, Bramleys is a contemporary restaurant renowned for honest food, locally sourced ingredients and warm, attentive service. We are looking for enthusiastic, passionate and professional Waiters and Waitresses to join our growing team.

If you love working with people, enjoy a fast-paced environment and take pride in delivering outstanding service, we'd love to hear from you.

What You'll Do

- Deliver exceptional table service from greeting guests through to farewell.
- Create memorable dining experiences for every guest.
- Develop excellent knowledge of our food, wines, cocktails and beverages.
- Offer confident recommendations and upsell where appropriate.
- Ensure tables and restaurant areas are presented to the highest standards.
- Work closely with the kitchen and bar teams to deliver seamless service.
- Handle guest requests professionally and resolve issues with confidence.
- Maintain excellent hygiene and food safety standards.
- Running food to guests in the restaurant, bar and room service.

What We're Looking For

- A genuine passion for hospitality.
- Friendly, positive and engaging personality.
- Excellent communication skills.
- Smart professional appearance.
- Team player with a strong work ethic.
- Ability to work days, evenings and weekends.
- Previous restaurant experience is desirable but full training will be provided for the right person.

What We Offer

- Competitive hourly pay as we offer the real living wage.
- Service charge. Tips are shared equally each week through tip jar
- Training and career development opportunities.

- Hotel employee benefits.
- Uniform provided.
- A supportive and professional working environment.

Job Description

Position: Waiter / Waitress

Department: Food & Beverage – Bramleys Restaurant

Reports To: Restaurant Supervisor or Restaurant Manager

Purpose of the Role

To provide exceptional food and beverage service that exceeds guest expectations while maintaining the highest standards of hospitality, professionalism and presentation. Every interaction should leave our guests feeling welcomed, valued and eager to return.

Guest Service

- Welcome every guest warmly and professionally.
- Escort guests to their table where appropriate.
- Present menus and explain specials.
- Take accurate food and beverage orders.
- Deliver food and drinks efficiently.
- Check guest satisfaction throughout service.
- Anticipate guest needs.
- Handle complaints positively and escalate when necessary.
- Thank every guest and invite them back.

Product Knowledge

- Maintain excellent knowledge of seasonal menus, daily specials, wines, cocktails, spirits, coffees, afternoon tea, allergens and dietary requirements.
- Confidently recommend and personalise the guest experience.

Restaurant Standards

- Prepare the restaurant before service.
- Maintain immaculate table presentation.
- Ensure all crockery, cutlery and glassware are spotless.
- Reset tables promptly.
- Keep service stations organised.
- Support cleanliness throughout the restaurant.

Sales Responsibilities

- Promote food and beverage recommendations.
- Upsell wines, desserts and coffees naturally.
- Support restaurant promotions and seasonal events.

Teamwork

- Work collaboratively with kitchen and bar teams.
- Support colleagues during busy periods.
- Attend daily briefings and training sessions.

Health & Safety

- Follow food safety, allergen and health & safety procedures.
- Maintain safe working practices at all times.

Personal Specification

- Essential
 - Positive attitude
 - Excellent customer service skills
 - Professional appearance
 - Strong communication skills
 - Reliable and punctual
 - Able to work under pressure
 - Flexible availability
 - Team player
- Desirable but not completely essential
 - Restaurant experience
 - Wine knowledge
 - Cocktail knowledge
 - Hotel experience
 - Food Safety Level 2
 - Barista experience

Bramleys Service Standards

- Smile and acknowledge every guest.
- Be welcoming, friendly and approachable.
- Anticipate guest needs.
- Demonstrate pride in your work.
- Maintain excellent menu knowledge.
- Treat every guest as if they are the only guest in the restaurant.
- Deliver service with warmth, confidence and professionalism.
- Leave every guest with a memorable experience.

Our Vision

To become the best hotel restaurant in Nottingham, known for exceptional service, outstanding food and unforgettable hospitality.

**Our Promise**

We serve honest food done well, using quality local ingredients, paired with genuine hospitality that makes every guest feel special.

Our Motto

One Team. One Dream. Exceptional Hospitality.