CORIANDER LEAF

Job Role: Guest Service Agent (Server)

As a **Guest Service Agent**, you'll be the face of our restaurant, providing a warm and welcoming atmosphere to every guest. You'll be responsible for delivering exceptional dining experiences by anticipating guest needs, ensuring seamless service, and maintaining a deep understanding of our menu offerings. Prior knowledge of Pan-Asian cuisine isn't required—we'll equip you with the knowledge to shine in your role.

Key Responsibilities

- **Guest Interaction:**
    - Greet guests with enthusiasm and professionalism, making them feel valued and welcomed.
    - Assist guests with menu selections, answer inquiries, and offer personalized recommendations to enhance their dining experience.
- **Order Management:**
    - Accurately take orders using our POS system, ensuring special requests and dietary preferences are noted.
    - Deliver food and beverages promptly, ensuring presentation standards are met.
- **Upselling & Suggestive Selling:**
    - Inform guests about specials, promotions, and pairing options to elevate their dining experience.
- **Event & Catering Support:**
    - Handle orders for events or catering services and ensure prompt and precise delivery.
- **Cleanliness & Organization:**
    - Maintain impeccable cleanliness and organization in all guest-facing areas.

- **Team Collaboration:**
    - Work closely with colleagues to maintain a harmonious workflow and exceed guest expectations.
- **Compliance & Standards:**
    - Adhere to food safety, hygiene, and cash handling protocols.

Qualifications

- **Personality Traits:**
    - Energetic, courteous, and customer-focused, with a natural ability to connect with people.
    - Strong communication and problem-solving skills.
- **Experience & Skills:**
    - Previous experience in food and beverage or hospitality roles is a plus but not required.
    - Ability to thrive in a fast-paced environment.
- **Schedule Flexibility:**
    - Willingness to work evenings, weekends, and holidays as needed.

What We Offer

- Comprehensive training in hospitality and menu knowledge.
- Career growth opportunities within our expanding restaurant group.
- A vibrant and supportive work environment that celebrates your creativity and contributions.