

SERVICE CREW

Profesi atau pekerjaan:

Service Crew

Lingkup dan tujuan umum:

Untuk mempersiapkan ruang makan dan melayani tamu dengan cara yang profesional, efisien dan sopan.

Tempat kerja:

Ruang Servis VANA

Lapor kepada:

Service Leader

Bertanggung jawab untuk:

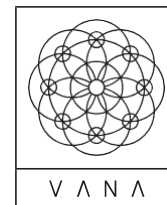
Diri sendiri

Keahlian & persyaratan:

- Minimum tamatan SMA.
- Pengalaman kerja sebelumnya sebagai waiter/ waitress atau di industri F & B.
- Sebaiknya fasih berbahasa Inggris.
- Mempunyai pengalaman menggunakan peralatan pembuatan minuman serta pencampuran, garnishing dan penyajian minuman.
- Bisa mempelajari dan mengerti tentang deskripsi menu dan isi dari setiap item menu.
- Mempunyai pengetahuan tentang regulasi sanitasi.
- Sikap positif dan kemampuan berkomunikasi yang baik
- Keterampilan Layanan: harus berinteraksi dengan tamu dan merekomendasikan menu yang cocok. Bersikap ramah, membantu dan sopan akan membuat tamu ingin kembali.
- Perhatian terhadap Detail: harus memperhatikan kebutuhan tamu (seperti menawarkan perlengkapan anak dan pilihan yang tidak pedas bagi tamu yang datang bersama anak) untuk memastikan mereka menikmati makanan mereka.
- Keterampilan Organisasi: senantiasa memastikan stasiun servis untuk dining area terorganisir, terstok baik dan bersih.
- Keterampilan Memecahkan Masalah: harus berurusan dengan tamu yang marah. Mampu menenangkan tamu dengan cepat.
- Keterampilan Berkomunikasi: harus mengartikulasikan dan mudah mengobrol dengan tamu.
- Stamina: perlu jalan keluar masuk dapur dan ruang servis melayani tamu sepanjang hari dan kekuatan lengan yang kuat untuk membawa porsi berat.
- Kepribadian ceria dengan kebiasaan higienis.
- Kemampuan untuk bekerja dengan baik di bawah tekanan, tenang dan terkontrol setiap saat.

Tugas utama:

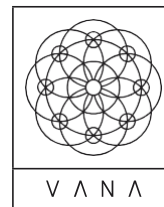
- Lapor kerja tepat waktu dengan seragam dan penampilan yang bersih dan rapi.
- Membersihkan area yang telah ditentukan, sesuai dengan prosedur yang telah ditetapkan, rutinitas pagi/malam dan persyaratan kebersihan.
- Memastikan bantal dan jok tetap bersih.
- Membersihkan dan mengisi ulang cruet dan bumbu set.
- Memeriksa stok, order (info ke Outlet Manager) dan mengisi saus dan bumbu lainnya selalu tersedia.



- Memastikan bunga dan dekorasi meja selalu segar dan sesuai dengan standar.
- Mengatur meja dan presentasi ruang makan sesuai standar, memastikan bahwa semua item yang digunakan bersih, tidak rusak dan dalam keadaan baik setelah perbaikan.
- Memastikan semua lemari dan stasiun terisi cukup dengan alat makan pengganti, linen atau kebutuhan lainnya yang diperlukan tamu, baik dalam bentuk makanan atau peralatan.
- Menyiapkan salad, snek, dan minuman sesuai standar, jika ini adalah tugas yang harus dilakukan di outlet.
- Menerima pesanan dari tamu dan memastikan pesanan diberikan kepada orang yang tepat untuk dijalani.
- Paham sekali dengan komposisi semua item menu.
- Melayani makanan dan minuman sesuai dengan standar, terutama dengan cara yang profesional, sopan.
- Membersihkan meja dan memastikan meja segera dibersihkan setelah jelas bahwa tamu telah selesai makan atau minum, senantiasa menjaga keseimbangan antara harus cepat dibersihkan supaya bisa menerima tamu selanjutnya dan memungkinkan tamu untuk menyelesaikan makanan mereka tanpa merasa tergegas.
- Memastikan tamu menerima tagihan yang betul dan cepat beserta memproses pembayaran dari tamu, sesuai dengan prosedur.
- Selalu menjaga dan mempraktekkan layanan tamu yang baik, membantu tamu dengan cara apapun asal tidak merugikan perusahaan dan tamu lain.
- Berusaha menyelesaikan keluhan tamu hingga memuaskan.
- Melaporkan setiap paket atau parsel yang mencurigakan atau parsel ke manajemen tanpa penundaan.
- Mengikuti latihan evakuasi dan pemadaman api untuk memastikan pengenalan lengkap terhadap semua pintu keluar, termasuk yang biasanya digunakan oleh tamu, serta pintu darurat.
- Senantiasa menyadari, dan mempertahankan, standar tertinggi dalam hal kebersihan pribadi dan penampilan.
- Memoles peralatan.
- Memahami dan mempraktikkan prinsip peduli lingkungan.
- Mendaur ulang limbah makanan seperti sayuran dan mayur buah untuk membuat kompos.
- Membantu dan melakukan tugas yang ditugaskan oleh Outlet Manager/ Service Leader.
- Selalu mencari tahu kegiatan Resort/ fasilitas/ events saat briefing supaya bisa menjawab pertanyaan tamu.
- Mengikuti semua rapat departemen dan sesi pelatihan.

Etis

- Menunjukkan pengertian dan antusiasme untuk makanan berbasis-tanaman dan kesejahteraan individu maupun kolektif.
- Sepenuhnya kompeten dan selalu belajar manfaat makanan berbasis-tanaman dan dapat berkomunikasi mengenai hal ini secara efektif dalam bahasa Inggris dan Indonesia.
- Dapat mengartikulasikan dan fasih dalam konsep dan rencana masa depan. Dapat dengan rendah hati mengkomunikasikan ini kepada tamu jika ada pertanyaan atau ada indikasi tamu ingin tahu lebih banyak.
- Untuk memastikan tidak ada makanan luar dibawa masuk oleh tamu.



SERVICE CREW

Job Title:

Service Crew

Scope and General Purpose:

To prepare dining room and serve customers in a professional, efficient and courteous manner.

Place of Work:

Vana Dining Room

Reports to:

Service Leader

Responsible for:

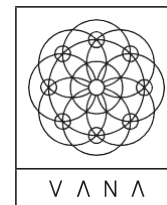
Own Self

Skills & Requirements:

- Min High School Diploma.
- Previous work experience as Wait Staff or in F&B industry.
- Preferably conversant in English.
- Hands-on experience with brewing equipment as well as mixing, garnishing and serving drinks.
- Maintain an impeccable knowledge of the menu and contents of each menu item.
- Knowledge of sanitation regulations
- Positive attitude and excellent communication skills
- Customer-Service Skills: Must interact with customers and recommend suitable menu. Being friendly, helpful and courteous will help keep customers coming back.
- Attention to Detail: Must pay attention to customers' needs (such as offer kids' utensils and non-spicy options for guests who come with children) to ensure they enjoy their meals.
- Organizational Skills: to keep the service stations for dining area organized, stocked and clean
- Problem-Solving Skills: Must deal with irate customers. Being able to think on the feet to calm guests.
- Speaking Skills: Must be articulate and chat easily with customers.
- Stamina: Expect long days around in and out kitchen and dining room, on feet and strong arm strength to carry heavy servings.
- Cheerful personality with hygienic habits.
- Ability to work well under pressure, calm and composed at all times.

Main Duties:

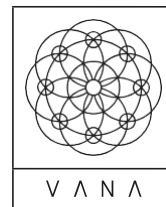
- To report for duty punctually in uniform with clean and neat appearance.
- To clean designated areas, in accordance with laid-down procedures, morning/evening routines and hygiene requirements.
- To ensure pillow and upholstery kept pristine.
- To clean and refill cruet and condiment sets.
- To check stock, order (alert Outlet Manager) and refill sauces and chutneys to ensure continuous supply.
- To ensure that flowers and table decorations are fresh and comply with agreed standards.



- To set tables and dining room presentation set-up to laid-down standards, ensuring that all items used are clean, undamaged and in a good state of repair.
- To ensure sideboards on stations are adequately stocked with replacement cutlery, linen or other established needs, be they food or equipment.
- To prepare salads, snacks, and beverages to laid-down standards, when this is an agreed duty of the establishment.
- To take orders from customers and ensure these are given to the appropriate person to execute.
- To be totally familiar with the composition of all menu items.
- To serve food and beverages in accordance with laid-down standards, but above all in a professional, courteous manner.
- To clean tables and ensure they are cleaned as soon as it is apparent that customers have finished their food or drink with an acceptable balance between speed, yet allowing customers to finish their meal without feeling rushed.
- To ensure that customers are correctly charged, present the bill and take payment from the customer, in accordance with the procedures of the establishment.
- At all times to be aware of and practise good customer relations, assisting the guest in any way which does not adversely affect the outlet performance or other customers.
- To attend to customer complaints satisfactorily.
- To report any suspicious packages or parcels to management without delay.
- To take part in any fire or evacuation drills and ensure complete familiarisation with all exits, including those normally used by customers, as well as fire escapes.
- To stay updated with resort activities/ facilities/ events in order to satisfy guest inquiries and briefings
- To be continually aware of, and maintain, the highest standards of personal hygiene and appearance.
- To attend meetings and training courses as required.
- To polish utensils.
- To understand and practice the principles of environmental stewardship.
- To recycle food waste such as vegetable and fruit peelings to make composting.
- To assist in and perform any task assigned by Service Leader/ Outlet Manager.

Ethical

- Display a personal empathetic nature and enthusiasm for plant-based foods and wellbeing of both the individual and collective.
- To be completely competent and learned in the benefits of plant-based foods and be able to communicate this effectively in English and local language.
- To be articulate and fluent in the concept of the space as well as across future plans. Be able to humbly communicate this to the guests when questions are received and indications prompted.
- To ensure no external food be brought in by customers.



STEWARD

Job Title:

Steward

Scope and General Purpose:

To maintain the kitchen and surrounding areas as well as all cooking equipment, utensils & cutleries in a clean and sanitary manner by following the cleaning schedules and adhering to the Health & Hygiene Regulations and Company policy.

Place of Work:

Vana Kitchen

Reports to:

Service Leader

Responsible for:

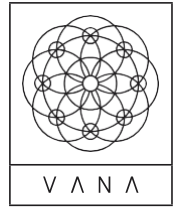
Own Self

Skills & Requirements:

- High school diploma or equivalent preferred.
- Preferably trained in culinary arts.
- Preferably some experience in related food and beverage service and food preparation positions.
- Good working knowledge of accepted sanitation standards.
- Ability to use slicers, mixers, grinders, food processors, etc.
- Able to handle work in a fast-paced environment.

Main Duties:

- To report for duty punctually in uniform with clean and neat appearance.
- To carry out cleaning duties as assigned and refer to cleaning schedules to perform ad-hoc general cleaning duties.
- To stock check and collect the appropriate cleaning materials and equipment from store and other relevant departments.
- To check cleaning equipment and tools daily to ensure they are in good working condition and promptly report any defects/malfunctions to the Service Leader.
- To assist in the set up and break down of service areas for all special functions.
- To assist kitchen crew to clean stoves, ovens, grills, refrigerators, and using cleaning solutions, brushes and wash cloths.
- To wash utensils, such as pots, pans, and trays as well as dishware, glasses, and cutlery (by hand and/ or machine) using cleaning detergents.
- To drain, dries and stacks items after washing.
- To polish utensils.
- To assist with transportation of food supplies, such as vegetables, fruits, and canned foods from storeroom or freezer for food preparation and return surplus food to storeroom or freezer.
- To assist with food preparation, such as blending soups, washing and peeling vegetables.
- To help set up dining room displays such as food warmers or even occasional BBQs.
- To understand and practice the principles of environmental stewardship.
- To recycle food waste such as vegetable and fruit peelings to make composting.



- To assist with stock-take of stores as requested.
- To assist kitchen team in replenishing food items, crockery, cutlery, etc, on special functions/busy periods.
- To attend Department meetings and training sessions as requested.
- To assist in and perform any task assigned by Service Leader/ Outlet Manager.