



## Cardo Hotels – Serveur

### About Cardo

### About Cardo Brussels Hotel

Located within the heart of Europe and one of the Brussel's most vibrant areas, Cardo Brussels Hotel is the new and trendy landmark in the neighborhood and the most distinctive luxury lifestyle hotel in the city, catering to both selective leisure guests and business travelers. The hotel will offer contemporary wellness and dining experiences, 532 stylish rooms & suites, as well as 1500m2 of MICE facilities and amenities.

### About Cardo Brand

Cardo is a brand built on a culture of emotional intelligence and sublime hospitality, designing experiential places for individual wellbeing and corporate culture optimization. Our purpose is to make city breaks and workcations less apologetic, more purposeful and tuned to the self

### About the Job

### Overall Job Purpose

- Waiter/Waitress responsibilities include greeting and serving customers, providing detailed information on menus, multi-tasking various front-of-the-house duties and collecting the bill.
- Taking orders and deliver food and beverages to our customers.
- Our waiter uplifts the dining experience for customers because of his/her personality, perseverance and thrive to serve our customer in a patient and polite manner. Guests should walk away not only with their palate satisfied, but with a pleasant memory of their time with us.
- He/she has to be a team player to be able to effectively communicate with our Kitchen Staff to make sure orders are accurate and delivered promptly.
- Pay attention to details, and be an example for the team. This to ensure consistent delivery of a high standard of service and ensure that the Cardo / Autograph Collection concept is correctly presented to the guests.

### Overview specific duties

- Prepare tables by setting up linens, silverware, and china.
- Greet and escort customers to their tables
- Present the menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Offer menu recommendations upon request

- Take accurate food and drinks orders, using a POS ordering software
- Serve food and drinks.
- Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Follow all relevant health department regulations.
- Provide excellent customer service to guests.

## About You

### Competencies

- Hands-on experience with cash register and ordering information system
- Flexible and adapts quickly and positively to new situations, eager to learn
- Thinks ahead and develops ideas for improvement
- Curious personality, open-minded and extrovert
- Good presentation, according to Cardo's standards, acting in a professional manner
- On time, properly dressed and groomed, polite and courteous
- Communicates clearly and openly both verbally and in writing in English, and preferably French and Dutch. Knowledge of any other language is a plus
- Motivated, performs and ensures that goals are achieved
- Supports and helps developing other departments
- Flexibility to work in shifts

<http://cardohotels.com/>