

Preparing for an interview

Job description

Working in an Indian restaurant as a waiter

Job role

Greet customers, take customers food order, takeaway orders over the telephone, serving food to the table (trolley service).

Person specification

I have level 3 certificate on food and safety, I am a very good speaker and listener, I am a very hard worker, I will go that extra mile to reach my targets, I am very helpful for my team members I will always give my hand to help my team members if they are struggling with any kind of work.

Give an example when I worked as a team and something went wrong

So a Friday night in a curry house is always a busy one, phone constantly ringing customers rushing in for a table my position that day was working in the bar and taking telephone orders a customer phoned for a takeaway to be delivered I took their order and gave a rough time of 45 minutes, 1 hour 30 minutes went past the customer phone to enquire about her food she seemed very upset and angry I managed to calm the situation down and made her aware that I will do all I can to trace her order I went out my way to call the driver and find out what is taking so long the driver gave me an update that he will be there in 5 minutes I got back to the customer and explained how busy we was and assured her that her food will still be hot as all our food is put in thermos bags and stays hot for upto 2 hours also I gave her a good will gesture for her next order by giving her 20 percent off, she was so happy with the way the situation was dealt and also left a kind review on TripAdvisor complimenting the service she received.

Where do you see yourself in 3 years' time with the company

- **I see myself being a manager for the company**
- **I also look to start my own business venture**