

# Service Position - Waitressing

As a waiter/waitress of Maria & Pepe, you are responsible for making the experience of our guests warm, welcoming, and memorable. There are a couple of points that would make you ideal for this position:

## **What you do:**

- An important and responsible member of maintaining a good and effective service flow. This includes from communicating well with other departments (kitchen, service and bar staff), to welcoming and seating guests at their table, explaining the concept and answering their questions about the menu.
- Take orders from guests, enter them in the order system, and careful management of payment procedures.
- Keep an overview on the status and needs of our tables, and are able to care for and meet our guest's needs promptly and kindly.
- Ask for support when needed. You're not alone in this :)
- In the early shift: support in cleaning and tidying up the space and arranging the tables to meet the day's reservation requirements.
- In closing shifts: Support in cleaning the space and doing basic tasks in preparation for the next day like folding napkins or arranging cutlery.

\*If needed, you're willing to take on the role of a runner.

## **What you bring:**

- Previous experience working in horeca
- Minimum availability of 5 shifts
- Ability to offer a warm, engaged and informative experience to customers
- Nice storytelling skills, where you're able to tell our guests the story and concept of the pop-up
- Willingness to practice non-violent communication and kindness
- Energetic, sociable and dynamic attitude
- Ability to take initiative and be engaged
- Ability to adapt and be flexible in front of unexpected situations
- Ability to foresee customer needs to deliver a unique experience
- Previous or little knowledge of POS and payment systems and devices
- Fluent English (Dutch and/or Spanish are preferable)

## **What we offer:**

- Salary is a fair share of the final revenues. We estimate between €50 – €130 (maximum) per shift, depending on experience.
  - Experienced: €60 (minimal) - €130 (maximum)
  - Inexperienced: €50 (minimal) - €84 (maximum)
- Payments are done with freelance construction or 'kwitantie' (if you are not a freelancer)
- We pay per shift which includes approximately 7 hours of work

- You have insight on the actual financial situation of Maria & Pepe
- Tips are extra and divided at the end of the project based on number shift
- We update you every day on how we are doing
- We practice NVC (non-violent communications) and will make sure the workspace is safe and friendly
- Good food and drinks are provided. We enjoy eating together after the work is done

***Important:*** If you don't have much experience in horeca but you're able to help out for 5+ shifts, you can enter the 'experienced' salary category from your 6th shift. This is because we believe you can learn on the job, and will acquire more skills as you go.