

EMPLOYMENT OPPORTUNITY

HEAD WAITER



POSITION TITLE:	HEAD WAITER
DEPARTMENT:	DINING
REPORTS TO:	LODGE MANAGER
LOCATION:	KENYA

WHY THIS JOB EXISTS

The Head Waiter is responsible for leading the food and beverage service team and ensuring smooth daily dining operations at the lodge. The role involves supervising dining staff, maintaining service standards, coordinating with the kitchen team, and delivering memorable dining experiences for guests.

GUEST DINING EXPERIENCE

- Ensure guests receive exceptional and personalised dining service during all meals.
- Welcome guests and attend to their needs throughout the dining experience.
- Ensure that food and beverages are served according to lodge service standards.
- Address guest requests and feedback professionally.

Service Operations

- Coordinate daily mess and dining service operations.
- Ensure dining areas are properly set up, clean, and organised before each service.
- Work closely with the kitchen team to ensure timely and accurate service.
- Oversee dining experiences such as bush breakfasts, bush dinners, and picnics.

Team Leadership

- Supervise, guide, and motivate the wait staff.
- Train team members on service procedures, etiquette, and guest interaction.
- Ensure staff maintain professional appearance and service standards.

Stock & Equipment Control

- Monitor service equipment, crockery, and glassware to ensure availability and cleanliness.
- Report damages or shortages to management.
- Assist with beverage and service inventory control.

Health & Safety

- Ensure compliance with food safety and hygiene standards.
- Maintain cleanliness of dining areas and service stations.
- Follow lodge health, safety, and environmental procedures.

QUALIFICATIONS & EXPERIENCE

Education:

- Diploma or Degree in Hospitality Management, Food & Beverage Service.

Experience:

- Minimum 3–5 years' experience in food and beverage service, preferably in a luxury lodge, or safari camp.
- Previous supervisory experience in restaurant or lodge dining operations.

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SKILLS & COMPETENCIES:

- Excellent guest service and communication skills.
- Strong leadership and team supervision ability.
- High attention to detail and professionalism.
- Ability to work in a remote bush environment and flexible schedule.
- Knowledge of fine dining service standards and etiquette.
- Positive attitude and strong teamwork skills.
- Proficient in Microsoft Office.

HOW TO APPLY

Applicants to send their application to opportunities.kenya@greatplainsconservation.com

A complete application will have the following:

- A cover letters.
- A detailed curriculum vitae highlighting relevant experience.

The deadline for applications is **26th March 2025**.

PLEASE NOTE, DUE TO THE HIGH VOLUMES OF APPLICATIONS ONLY THOSE WHO ARE SHORTLISTED WILL BE CONTACTED