

## Front of House Assistant

We currently have a variety of positions to fill, please stipulate which position you would like to be considered for:-

**10 days a fortnight, including every other weekend 8.30 – 5 (Sundays 8.30 – 4)**

**10 days a fortnight, including every Saturday 10 – 5**

**10 days a fortnight, including every other weekend 10 – 5 (Sundays 10 – 4)**

**9 days a fortnight, including every other weekend 10 – 5 (Sundays 10 – 4)**

We are known for our fresh home cooking, offering a full breakfast and lunch service every day, along with our amazing homemade selection of cakes and desserts and our award-winning afternoon teas. We are proud to hold a reputation for delivering exceptional customer service and want every customer to leave feeling like they have been greeted warmly.

Our coffee shop usually seats up to 270 and is often full, meaning our front of house team play a vital role in the success of our business.

You may be working in our restaurant, or in our new satellite Garden café.

### Key duties

- Undertake all counter service requirements - whether working a direct counter service or via a serve to table system.
  - Barista drinks, till transaction, clear & concise written food orders with a good understanding of allergens and dietary requirements, dessert serving, table waiting
  - Table clearing, dishwash rota to include industrial machinery, restocking of counters
- Assist customers so that they feel welcomed and well attended to – for example helping to carry trays, move chairs, fetch high chairs etc.
- Ensure the restaurant floor, condiment stations and hot pass remain stocked and clean at all times
- Take part in cleaning as required and maintain scrupulous cleanliness of all areas covered under your place of work

### Your capabilities

- Barista trained - preferred
- Recent experience or working in hospitality within a counter and waiting role - preferred
- Must be outgoing and happy to talk to customers, with an approachable manner and be able to recognise when customers or colleagues need help or assistance - essential
- Ability to work as an effective member of our team, with excellent communication skills. You can use your own initiative and motivation to identify and complete tasks - essential
- You have a flexible approach to working, with an understanding of all the roles that will be undertaken, these will include working both front and back of house - essential
- Ability to work under pressure, retaining information given and follow instructions - essential

- You must be able to bend, lift and carry items as required and sustain long periods of time on your feet – essential

### Requirements

- Excellent communication and customer service skills
- Excellent standard of English and Maths
- Smart appearance
- Minimum age 16

### Working with

- Report into the Front of House Managers and Group Catering Manager
- You'll work alongside cooks, chefs and assistants

### Rewards and Benefits

In addition to the hourly wage, you will receive the following benefits:

- **Discount** – after one year, employees are entitled to receive a 30% discount for the garden centre (some exceptions apply)
- **Paid holiday** – holiday entitlement is 28 days per year, (pro-rata for part time, including bank holidays). Some restrictions to taking holiday apply.
- **Annual Christmas bonus**
- **Part-uniform** provided
- **Employee Assistance Programme** - a confidential personal and professional support service available to all employees and their immediate families 24/7, 365 days a year.
- **Training and development**, as required. We have an e-learning scheme, and also take part in training with product suppliers and external trainers
- **Workplace pension**
- **Free parking**